
HealthPartners Patients Have Online Access to Care

HealthPartners Medical Group, Minneapolis, Minnesota

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HealthPartners Medical Group offers Online Patient Services to its patients, a feature that is part of its electronic medical record. Online Patient Services are a set of secure, web-based services—that includes online test results, refills, access to medication lists, and appointment scheduling—that allow patients to interact with their clinic, provider and medical records from any computer.

In May 2005, HealthPartners Clinics implemented Online Patient Services as part of its electronic medical record. Online Patient Services are a set of secure, web-based services that allow patients to interact with their clinic, provider and medical records from a computer. Services include:

- Online test results (90 percent of test results are available within 24 hours)
- Access to medication list
- Refill prescriptions
- View and print immunization records
- Schedule an appointment
- Pay a bill
- Consult with their care team
- Have an e-visit with a provider

Online Patient Services are available 24 hours a day, 7 days a week

Online Patient Services give patients a better way to solve problems by giving them more control over their care. For example, patients with chronic illnesses such as diabetes can get test results more quickly, communicate with their care team or provider, and refill prescriptions without coming into the clinic.

Overall, nearly 30 percent of active patients in HealthPartners Clinics are enrolled in Online Patient Services

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