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# Need for Improved Usage of the Patient Portal and Creating a Reminder Checklist at the ECU Pediatric Specialty Clinic

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## BACKGROUND & PURPOSE

This project aimed to identify barriers to quality health care from the perspective of a patient in the health system by observing and critically analyzing a patient visit at the ECU Pediatric Specialty Clinic

## CARE EXPERIENCE SETTING

- 17-year-old male patient presented to the Specialty Clinic with his mother for a pediatric nephrology continuity of care visit
- The patient had a stroke five years ago, leading to severe deficits in speech and movement
- He lives one hour away from this clinic, but it is the closest available pediatric specialist for him

## TOUCHPOINTS & HOSPITALITY

- Each caregiver greeted the patient with familiarity
- Check in was quick and efficient
- Short 10-minute wait before getting called back
- The nurse walked the patient to the bathroom to collect a urine sample and then to his exam room
- The resident used supporting communication by saying, "I'm listening," and head nodding
- The physician allowed the patient and his mother to judge how comfortable they felt while also addressing the long travel distance

## IDEAS FOR IMPROVEMENT

- It is recommended to implement a virtual form on the patient's online portal that physicians may access before each visit → This form would be used to track major questions and concerns that the patient would like to get addressed at the upcoming appointment.
- Additionally, it would be beneficial to create a brief reminder checklist to give the patient at check-out so that they don't forget important dates and tasks, which seemed to be a major concern for patients with multiple caregivers.

## CARE EXPERIENCE FLOW MAP

