

Client Success Story



Challenge

Ocoee Pediatrics' patient portal was a constant source of frustration for their team, burdened by password resets, multiple PINs for each family, and inefficient workarounds creating a lot of extra work and headaches.



Solution

The practice switched to the OP Patient Portal and saw immediate improvements. Parents now enjoy a single family login and time-saving features streamline tasks for the staff. Additionally, customizable alerts allow for efficient communication with families.



Results

The OP Patient Portal transformed communications at Ocoee Pediatrics. **The new portal saves the practice 2-3 hours of work daily**, has improved the patient experience by giving families easy access to information, and has streamlined messaging for increased efficiency.

The Ultimate Patient Portal for Pediatric Care

Because Happy Patients and Happy Staff Start with the Right Tools

Ocoee Pediatrics, a thriving pediatric practice in Ocoee, Florida, has been serving its community for more than 30 years. With six dedicated providers and a growing patient base, they needed a patient portal that could keep up with their fast-paced environment and their desire to enhance communication with families.

Jenna Clifton, the practice manager at Ocoee Pediatrics, felt their previous portal solution presented several challenges. "Our other portal was just not user-friendly. Parents were frustrated, and my team spent too much time fixing issues instead of focusing on patient care," said Jenna.

Some of the biggest challenges the practice reported included a clunky interface and time-consuming, tedious workarounds.

Choosing a Pediatric Portal Built for Success

Pediatrics turned to the OP Patient Portal which seamlessly integrates with their existing OP EHR system. This offered them a streamlined experience for their staff and patients. It also addressed their key challenges head-on.

- The OP Patient Portal boasts a clean, intuitive design so it's easy for families to self-serve and take a more active role in their care.
- Parents appreciate the simplified registration process, giving them instant access to information for each of their children.
- Sharing practice updates is exponentially easier with custom alerts and banners. Jenna can now post messages like, "Our phones are down. Thanks for your patience!" or "We are offering a free clinic." directly on the patient portal.



Learn more at officepracticum.com or scan the code to get in touch with a solutions expert.

Looking Ahead: Unlocking Even More Potential

Jenna is thrilled with how OP has supported her practice every step of the way. "It's about how you handle issues, and OP's team has been amazing at getting things fixed quickly," Jenna said. "They resolve issues rather than suggesting workarounds that aren't conducive to our workflows. With the OP Portal, everything is just easier. It's intuitive, efficient, and built for practices like ours. I can't imagine going back," Jenna said. Even getting patients registered for the OP Portal couldn't have been easier. With the previously burdensome task of portal registration now automated and incorporated directly into the practice's existing workflows, Jenna's staff has gained 2-3 hours back in their day to focus on patient care.

Ocoee Pediatrics' team is just getting started with the OP Patient Portal. Next on their list? Integrating patient surveys and exploring new ways to enhance communication. They plan to integrate patient surveys and leverage the portal's robust reporting capabilities to gain valuable insights into patient engagement.

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Your Practice Deserves a Portal That Works As Hard As You Do

If your practice is looking for a patient portal that seamlessly integrates with your OP EHR system, the OP Patient Portal is the ideal solution. It offers a user-friendly interface, time-saving features, and enhanced functionality that will improve patient engagement and streamline your workflows. Just imagine the meaningful impact it will have on your team and the families you serve.

The Results are In: Increased Efficiency, Improved Communication, and Happier Patients

Switching to the OP Patient Portal didn't just solve Jenna's problems — it redefined how Ocoee Pediatrics communicates with their families. Since implementing the OP Patient Portal, Ocoee Pediatrics has seen significant improvements across the board.

- ✓ **Reduced administrative burden**
- ✓ **Improved patient satisfaction**
- ✓ **Self-serve accessibility**
- ✓ **Better communication**

"The portal has reduced phone calls and made life easier for both our staff and our families. We've gotten 2-3 hours back in our day to focus more on patient care."



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