A Patient’s Pre-Visit Electronic Form and the Doctor’s Response

OurNotes pre-visit electronic form submitted by a patient:

How have you been since your last visit?
BP has been pretty good: Feb 24 118 / 78, Mar 7 108/78, Mar 18 114/78. I was not feeling well all of Jan and Feb, cough/very low energy. Eventually got worse with fever, chills and came in – tested positive for flu. Chest X-ray was OK. Got Tamiflu. Feel much better now. BTW: I had been coughing for about 6 months, maybe more. Originally thought it was connected to meds, but I don't cough at all now.

What are the most important things you would like to discuss at your visit?
Is it possible to still get a flu shot?
Should I get my potassium level checked?
Renew prescriptions

Doctor’s response:
Day 1 of Telemedicine! Overwhelmed with trying to fit all the contents of a usual office visit into the time allotted, I was thrilled to see that one of my patients had completed her OurNotes entry! Because of this, I was able to “walk into” the visit with confidence in what lay ahead. I knew what her concerns were and what the focus should be. We had plenty of time to get to her “list” and also to my list of routine health care maintenance issues… and to chat about the COVID crisis and how we were each coping. What a difference from the other visits into which I “walked” unprepared!

Source: The authors
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Pre-Visit Form

How have you been since your last visit?
For example, have you had any new symptoms, health worries, or life changes? If possible, read your provider’s last OpenNote on PatientSite and tell us what has happened since then.

What are the most important things you would like to discuss at your visit? (List up to 3)

1.
2.
3.

If possible, please review your medication list in PatientSite. Is the list correct?
If yes, go to the next question.

If no, what is wrong or missing?
Find your medication list in PatientSite by going to “Records” on the left side of your screen, then click the “Meds” tab near the top.

Do you need any prescriptions renewed?
If no, go to the next question.
If yes, which medication(s)?

Which pharmacy should the renewal prescriptions go to?

If you have equipment at home, please fill in as many of the following measurements as you can.
If you can’t fill this in, don’t worry.

Weight
Temperature
Blood pressure
Heart rate
Blood glucose

Thank you for helping us prepare for your visit!

Notes: A date/time stamp is added when submitted. PatientSite is BIDMC’s patient portal.
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Pre-Visit Message

Subject: Please plan for your upcoming phone, video, or in-person visit in HCA

Dear Patient,

You have a visit scheduled soon. Your HCA provider is best able to help you when s/he can review before the visit how you have been doing and your main concerns and goals for the visit.

Please complete and return this new pre-visit form before your visit by clicking this link:

<form URL>

Completing this form is voluntary, and your answers will be confidential. You will be able to see the completed form as a “Patient Note” in PatientSite. If you choose not to complete the form, your care will not be affected.

IMPORTANT: If you have an emergency or an urgent health issue, please do not use this form. You can reach HCA at 617-754-9600. If you are experiencing a medical emergency, call 911.

Thank you! We look forward to talking with you soon.

Source: The authors
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