



InteliChart Family Portal

A secure, HIPAA-compliant family engagement portal for long-term care, skilled nursing, and rehabilitation facilities, streamlining communication and billing.

<https://www.intelichart.com/family-portal>

Overview

The InteliChart Family Portal is a key component of the Healthy Outcomes platform, designed specifically to modernize communication and engagement between long-term care, skilled nursing, and rehabilitation facilities and their residents' families. It reduces staff administrative burden by eliminating phone tag and in-person inquiries. The portal provides 24/7, secure, and HIPAA-compliant access to a loved one's health information, including medications, vitals, care plans, and progress notes [cite: 11, 16 in previous search].

Key features include:

Secure Two-Way Family Messaging: Facilitates secure and trackable collaboration between staff and family members, eliminating the need for personal devices or untracked emails.

Broadcast Messaging: Allows one-way mass communication of critical updates, general announcements, and emergency notifications to all relevant parties simultaneously.

24/7 Accessible Clinical Data: Designated family members can access real-time resident information such as medications, vitals, allergies, care plans, and progress notes.

Online Bill Pay: A streamlined feature for managing payments, tracking outstanding balances, and enrolling in autopay, which helps facilities improve cash flow.

Audit-Ready Communications: All messages are securely logged and time-stamped, providing an audit trail for quality control and compliance.

The platform is a SaaS solution that is built on a single, bi-directional API for seamless integration with over 40 EHR/PMS systems, allowing the Family Portal to work in unison with other InteliChart solutions and existing facility software. It is targeted at senior care organizations looking to reduce staff burnout, increase family satisfaction, and simplify operations.

Key Features

- Secure Two-Way Family Messaging
- Broadcast Messaging (Mass Announcements)
- 24/7 Access to Resident Clinical Data
- Online Bill Pay & Balance Tracking
- Audit Trail and Organized Communications
- Customizable User Permissions
- EHR Integration via Single API

Pricing

Model: enterprise

Pricing is not publicly disclosed and is structured as an enterprise subscription model. Potential users must contact the sales team for a tailored quote based on the organization's specific requirements.

Target Company Size: medium, enterprise

Integrations

PointClickCare, Cerner, NextGen, Epic, athenahealth, Meditech

Compliance & Certifications

HIPAA, HITRUST r2

This document was generated by IntuitionLabs.ai with the assistance of AI. While we strive for accuracy, please verify critical information independently.