



First Look

InteliChart Patient Portal 2024

Providing a Best-of-Breed Patient Portal Focused on Engagement



InteliChart Patient Portal: Providing a Best-of-Breed Patient Portal Focused on Engagement

Why This First Look?

Although most EHR vendors offer a patient portal, the functionality does not always meet customer needs. InteliChart offers an alternative option through their patient portal, aiming to provide an all-in-one patient engagement platform that fully integrates with any EHR and includes automated tools such as self-scheduling and integrated forms. This report examines the experiences of customers using the InteliChart Patient Portal.

What Does InteliChart Patient Portal Do? (a customer explains)

"InteliChart Patient Portal is our primary patient portal where patients can access their medical records and communicate with us. We also use the system as our primary means of outward communication with our patients, whether for appointment reminders, patient surveys, or feedback." —Manager

Bottom Line

Respondents feel InteliChart delivers on promised functionality, and all but one interviewed organization are satisfied with their experience. Customers highlight the robust set of tools, above-average customizability, and refined integration. The user experience could be improved with more rapid product enhancements and a polished software interface. Some respondents mention issues with bugs and getting rapid support.

Key Competitors (as reported by InteliChart)

Luma Health, Phreesia, WELL Health

Number of Customers Interviewed by KLAS

9 individuals from 9 organizations (InteliChart shared a list of 20 unique organizations; the list represents 100% of the customers that are eligible for inclusion in this study); for their EHR, 8 organizations use NextGen Healthcare, and 1 uses a different vendor

Top Reasons Selected

Product superior to EHR vendor's offering, good integration, focus on patient experience, easy communication with all patients

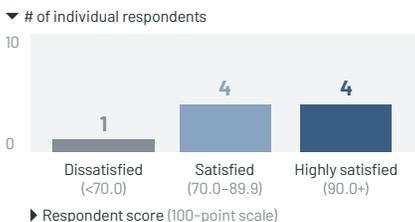
Survey Respondents—by Organization Type



InteliChart Patient Portal Customer Experience: An Initial Look

Distribution of Overall Performance Score

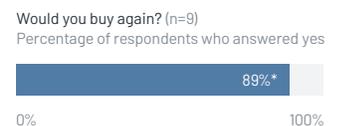
Based on individual respondents, not unique organizations



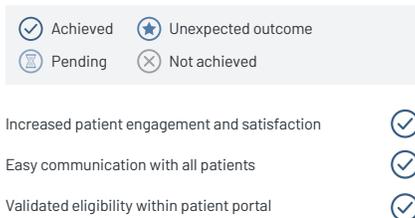
Key Performance Indicators

*Limited data

Supports integration goals	Product has needed functionality	Executive involvement	Likely to recommend
B+* (n=9)	B* (n=9)	A-* (n=9)	B+* (n=9)
Software grading scale (1-9 scale)			
A+ = 8.55-9.0	B+ = 7.65-7.91	C+ = 6.75-7.01	D+ = 5.85-6.11
A = 8.19-8.54	B = 7.29-7.64	C = 6.39-6.74	D = 5.49-5.84
A- = 7.92-8.18	B- = 7.02-7.28	C- = 6.12-6.38	D- = 5.22-5.48
F = <5.22			

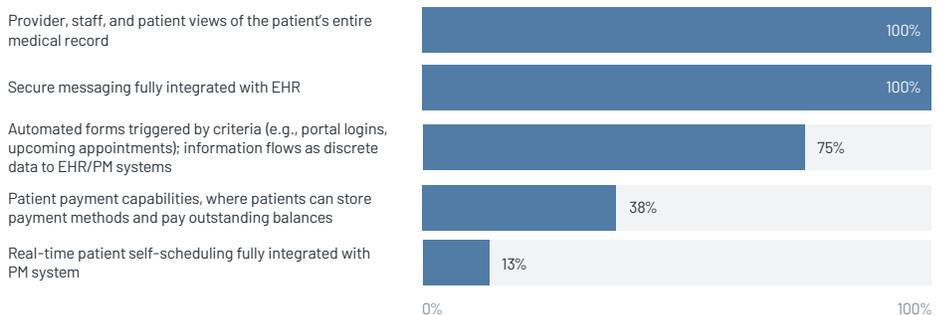


Outcomes Expected by Customers



Adoption of Key Functionality

Percentage of interviewed organizations using functionality (n=8)



Time to See Outcomes



Strengths

InteliChart offers more flexibility and functionality than some EHR vendor offerings



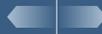
"We are working with InteliChart Patient Portal because our EHR's portal cannot produce some of the things that we need. InteliChart's product is more flexible and has more capabilities, functions, and features compared to other solutions." —Director

Customers see positive outcomes from automatic form synchronization



"One of InteliChart Patient Portal's strengths is the forms. The ability for online forms to go right into the medical records is huge. The reverse is also true. The ability for providers on my side to push forms and documents to the portal is really nice and convenient." —Manager

Strong customization options create a robust product



"The robustness of the features InteliChart Patient Portal offers and the ability to customize the application to the practice's workflows are big pluses. The application's options for appointment requesting and form layout give the practice a big advantage in terms of customizing things to what is needed without being forced or limited by the product's offerings." —Manager

Opportunities

Recent patient portal enhancements have been slower



"Some of the resources from the patient portal development have been shifted toward newer things. The support is still there, but InteliChart is not enhancing their patient portal as much as they are enhancing the other products they offer right now because it is there and is sturdy, so it is taking longer to get those enhancements in." —Director

Some support experiences have been subpar



"InteliChart's support process is really frustrating. Their ticketing system is hard to work with. We cannot reset patients' accounts if there are problems and their accounts need to be registered again. Assisting patients can be challenging." —Manager

Some customers report occasional unexplained glitches



"The product can be glitchy sometimes. I am not sure whether that is because the product is web based and has a bad network connection or whether that is because of the actual functionality of the application. But sometimes we get pop-up errors that go away when we refresh the page. That glitchiness could be resolved." —Manager

Points to Ponder

What Does a Customer Need to Do to Be Successful with This Solution?

Customers explain

- **Consider implementing in parts to avoid complex troubleshooting:** *"I would suggest to someone going with InteliChart Patient Portal to implement the product incrementally. Because the system offers a lot of features, it can feel overwhelming. Then when things go wrong, it is hard to isolate what caused the problems. Incremental implementations are the best way to go." —Manager*
- **Establish a vendor contact early and utilize them often:** *"We would tell customers that in order to be successful with InteliChart's system, they should make sure they are working with an account liaison representative and account owner regularly." —Manager*
- **Check for local organizations using InteliChart to better connect patients:** *"People should find out whether other facilities or health systems in their area utilize InteliChart's system because the patient will have a single account in the patient portal." —Director*

InteliChart explains

- Involve staff in the planning process, design a feature rollout plan, and document policies and procedures.
- Ensure complete buy-in from leadership; the most successful deployments have top-down support to encourage provider, staff, and patient involvement.
- Continually train employees to ensure they understand their responsibilities and how the product can improve their daily efficiency.
- Begin raising awareness of the portal early and supplement awareness with how-to documentation, fliers, and talking points for staff.
- Ensure ongoing quality improvement efforts by eliciting feedback from providers, staff, and patients.

Other Relevant Commentary



"Our initial training was okay, but it was less than stellar. InteliChart's ongoing training has been great. The vendor is usually but not always able to push our stuff through. We have very few issues with upgrades. InteliChart's QA process seems to be pretty tight." —Director



"There are a few things that have really sold us on the product. One is the ability to communicate with patients in InteliChart Patient Portal regardless of whether patients are logged in with our group. We can communicate with all of our patients in InteliChart Patient Portal even if they don't finish their login procedures and get usernames and passwords." —Manager



"InteliChart Patient Portal is integrated with our EHR just as well as our previous system was, if not better. Nothing really changed for our end users when we moved to the system except that InteliChart Patient Portal works. That made things much easier for our people." —Director

InteliChart: Company Profile at a Glance

Founder

Gary Hamilton

Year founded

2003

Headquarters

Charlotte, NC

Number of unique patient portal customers

20

Number of employees

90

Estimated revenue

\$26M-\$50M

Revenue model

Subscription model

Target customer

Outpatient/ambulatory, standalone hospitals, IDNs/health systems



Healthcare Executive Interview

Gary Hamilton,
CEO

What is your background?

I began my career in the mid-90s, working in a small six-provider medical practice in Charlotte, NC. In 1998, we were among the first practices in the area to launch an EHR. By 2003, I made a pivotal decision to transition from clinical practice to pursue my passion for advancing digital healthcare solutions, with a strong emphasis on patient engagement and improving patient management workflows.

Having witnessed firsthand the impactful gaps in communication, access, and engagement between providers and patients, I was determined to bridge this divide. InteliChart was founded to provide innovative solutions aimed at enhancing healthcare delivery and patient management for providers while simultaneously delivering a more favorable healthcare experience for patients.

Why was InteliChart started?

InteliChart was launched to address the shortcomings that existed regarding patient engagement and interoperability. As a healthcare provider, I experienced firsthand how impactful these voids are to providers and their patients. Since then, it has been our mission to create a better way for patients to engage with their health while streamlining provider and practice management workflows. Over the last decade, our flagship Patient Portal and our Healthy Outcomes Patient Engagement Platform have evolved into the market-leading engagement solution that delivers on our mission to improve patient engagement.

What is InteliChart's biggest differentiator?

We offer the most comprehensive patient engagement platform on the market. Every InteliChart solution has been developed in-house without relying on acquired products, ensuring seamless integration from the outset. This delivers a superior level of engagement capability for providers that use our platform and an unmatched patient experience for their patients. What we deliver is impossible to match by trying

to patch engagement efforts together with multiple vendor solutions. We synchronize engagement from low-level engagement, like online scheduling, to deeper engagement experiences that can occur through our patient portal. The confluence of these factors results in an optimized healthcare experience that improves patient satisfaction, fosters stronger engagement, and streamlines manual workflows.

Integration options

InteliChart integrates with over 40 market-leading EHR systems via our InteliChart API. Our API integration with EHR systems such as NextGen Healthcare delivers extraordinary experiences for both our patient and provider end users. We can also integrate with EHR vendors that do not integrate through the InteliChart API; however, the end users on these systems will not receive the same superior experience as those who have fully integrated systems via the InteliChart API.

Solution Technical Specifications Information provided by InteliChart

Cloud environment

Not hosted by public cloud vendors

Development platform

.NET Framework, C#

Database environment

SQL

Mobile application environment

Mobile website and iOS/Android apps

Security platform

ISO 27001, NIST, SOC2, HITRUST pending

Confidentiality

HIPAA compliance

Data encryption

SHA256 and TLS 1.2 at rest and in transit

Integration approach

API platform, HL7 2, FHIR

HITRUST certification

In process

AI

Generative AI delivered in 2024

Report Information

Sample Sizes

Unless otherwise noted, sample sizes displayed throughout this report (e.g., n=6) represent the total number of *unique customer organizations* that responded to a particular question. Some respondents choose not to answer all questions, meaning the sample size may change from question to question.

Sample sizes of 15+ unique organizations are considered fully rated. When the sample size is 6–14, the data is considered limited and marked with an asterisk (*). If the sample size is 3–5, the data is considered emerging and marked a double asterisk (**); no overall performance score is shown for emerging data. No data of any kind is shown for questions with a sample size of less than 3. Note that data marked as limited or emerging has the potential to change significantly as additional surveys are collected.

InteliChart Patient Portal Performance Overview

All standard software performance indicators

Overall performance score (100-point scale) (n=9)

2024 Best in KLAS software average: 79.6



Culture

Keeps all promises Percentage of respondents who answered yes	(n=8)	100%*
Proactive service (1–9 scale)	(n=9)	B-*
Product works as promoted (1–9 scale)	(n=9)	B*

Loyalty

Forecasted satisfaction (1–9 scale)	(n=9)	A-*
Likely to recommend (1–9 scale)	(n=9)	B+*
Overall satisfaction (1–9 scale)	(n=9)	B+*
Part of long-term plans Percentage of respondents who answered yes	(n=8)	88%*
Would you buy again Percentage of respondents who answered yes	(n=9)	89%*

Operations

Ease of use (1–9 scale)	(n=9)	C+*
Quality of implementation (1–9 scale)	(n=9)	B+*
Quality of training (1–9 scale)	(n=9)	B+*

Product

Delivery of new technology (1–9 scale)	(n=9)	B-*
Overall product quality (1–9 scale)	(n=9)	B+*
Product has needed functionality (1–9 scale)	(n=9)	B*
Supports integration goals (1–9 scale)	(n=9)	B+*

Relationship

Executive involvement (1–9 scale)	(n=9)	A-*
Quality of phone/web support (1–9 scale)	(n=9)	B*

Value

Avoids charging for every little thing Percentage of respondents who answered yes	(n=8)	88%*
Drives tangible outcomes (1–9 scale)	(n=9)	B+*
Money's worth (1–9 scale)	(n=9)	B+*

Software grading scale (1–9 scale)

A+ = 8.55–9.0	B+ = 7.65–7.91	C+ = 6.75–7.01	D+ = 5.85–6.11	F = <5.22
A = 8.19–8.54	B = 7.29–7.64	C = 6.39–6.74	D = 5.49–5.84	
A- = 7.92–8.18	B- = 7.02–7.28	C- = 6.12–6.38	D- = 5.22–5.48	

*Limited data



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Our Mission

Improving the world's healthcare through collaboration, insights, and transparency.

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KLAS data and reports represent the combined candid opinions of actual people from healthcare, payer, and employer organizations regarding how their vendors, products, and/or services perform against their organization's objectives and expectations. The findings presented are not meant to be conclusive data for an entire client base. Significant variables—including a respondent's role within their organization as well as the organization's type (rural, teaching, specialty, etc.), size, objectives, depth/breadth of software use, software version, and system infrastructure/network—impact opinions and preclude an exact apples-to-apples comparison or a finely tuned statistical analysis.

KLAS makes significant effort to identify all organizations within a vendor's customer base so that KLAS scores are based on a representative random sample. However, since not all vendors share complete customer lists and some customers decline to participate, KLAS cannot claim a random representative sample for each solution. Therefore, while KLAS scores should be interpreted as KLAS' best effort to quantify the customer experience for each solution measured, they may contain both quantifiable and unidentifiable variation.

We encourage our clients, friends, and partners using KLAS research data to take into account these variables as they include KLAS data with their own due diligence. For frequently asked questions about KLAS methodology, please refer to klasresearch.com/faq.

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Note

Performance scores may change significantly when additional organizations are interviewed, especially when the existing sample size is limited, as in an emerging market with a small number of live clients.