September 2014 News Release for Dr. Richard Francis  
Video News Release RE: Online Patient Portal

**TITLE:** Houston Spine Surgeon Offers New Patient Portal for Patient’s Health at Their Fingertips

**SUMMARY/DESCRIPTION: SpineAssociates.com**’sNew “Patient Portal” Communication Service Streamlines Patient Communication Challenges and Enhances Patient/Doctor Relationships; Further Strengthens Spine Associates' Position as a Leader in Patient-Focused Spine Care with Convenient Management of Interactions Between Patients and Their Physician.

**CONTENT/BODY:** HOUSTON, TX  
Renowned Houston Spine Surgeon, Dr. Richard R.M. Francis’ Medical Practice Website; MySpineAssociates.com has recently added a new patient/doctor communication service, setting the benchmark for excellence in spine surgery: to always provide cutting edge technologies and treatments that change lives and restore function. This new online patient portal allows patients to communicate with the doctor’s office easily and safely according to their own schedule, accessing the doctor’s office 24 hours a day, 7 days a week.

Spine Associates has implemented “athenaclinicals” as well as “athenaCommunicator”, a new patient communication service that is fully integrated with athenahealth's established web-based physician practice management and electronic health record services, providing solutions used and trusted by more than 23,000 providers across the U.S.

**Features of the athenaCommunicator service include:**

* **Automated Messaging Platform**
* **Patient Web Portal**
* **Live Operator Services**
* **Self Pay Reminder Service**

**The New Online Patient Portal allows patients to:**

* **Request and view appointments**
* **Access their own medical records**
* **View diagnostic test results**
* **Communicate with doctors office staff by sending and receiving secure messages**
* **View their billing statements and balance**
* **Make secure credit card payments**

athenaClinicals focuses more on collecting the important information needed about patients’ health and athenaCommunicator focuses on the patient portal and patients’ access and communication with the doctor’s office, fostering meaningful patient engagement with a variety of tools, empowering patients to better manage their health care.

As part of the athenaCommunicator patient web portal sites, patients will now have access to the advanced Healthwise(R) Knowledgebase. The 8,000 evidence-based topics in the Knowledgebase are easy to use--in patient-friendly language. When patients access their test results via the athenaCommunicator web portal sites, patients can simply click to the information in the Knowledgebase that helps them interpret their results. The Knowledgebase also helps people check their symptoms to know when to call or visit the clinic. Additionally, it guides people through decisions about treatment options. And, patients with chronic and acute conditions can gain the knowledge they need to better manage their health.

Combined, these capabilities will bring a host of valued benefits to patients and physicians alike, including expanded accessibility for patients after-hours and on weekends; re-captured staff and physician time; ultimately improving practice operations and the quality of care delivered.

Richard R.M. Francis, M.D. MBA, FRCS Ed., FRCS Ed. (Tr & Orth) Diplomat of the Intercollegiate Specialty Board in Trauma and Orthopaedic Surgery (UK). Dr. Francis has been practicing medicine for nearly two decades. Since founding Spine Associates in 2003, he has built a considerable reputation by maintaining a conservative approach to treating all spine conditions in both children and adults. He has made it his goal to stay at the forefront of technology, yet maintain a personal connection with patients and their families. Dr. Francis is one of few spine surgeons capable of performing surgeries on children as well as adults and prides himself as one of the first surgeons in the nation asked to perform the artificial disc replacement and to use robotic assistance in spine surgery.

Spine Associates specializes in the treatment of spine deformities such as scoliosis, degenerative conditions, tumors, infections, sciatica treatments, and metabolic diseases. Dr. Francis cares for both local and international patients; children and adults with even the most challenging conditions and excels in treating patients who have had unsuccessful spine surgery.

For patients to register for the free online patient portal in Dr. Richard Francis’ office they can simply Log on to on to Spine Associates website: <www.myspineassociates.com> and click on the Online Patient Portal tab in the main menu.

For further information or to contact the offices of Dr. Richard Francis or Spine Associates:

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