Driving Patient-Centered Care

How InteleShare™ and Epic MyChart Integration Can Improve Patient Engagement and Satisfaction

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Executive Summary

While health systems have made significant strides in digitizing care through EMRs and portals like Epic's MyChart, one critical piece remains siloed: medical imaging. Despite its central role in diagnosis, treatment, and care coordination, imaging is still often delivered late, outside of patient portals, or not at all—undermining transparency, engagement, and trust.

Patients have made it clear that they want full, immediate access to their records. In a 2023 survey, **96% of patients preferred receiving immediately released test results online**, even before their provider had reviewed them. Meanwhile, studies show that MyChart engagement more than doubles when providers actively encourage portal use—highlighting the value of pairing smart technology with thoughtful implementation.

This whitepaper explores how integrating InteleShare with Epic's MyChart closes this final gap in digital care.

Key takeaways:

- **Imaging access is critical to a person-centered care model.** Patients managing chronic or complex conditions want fast, transparent access to their imaging—and studies show this visibility improves emotional preparedness, treatment adherence, and satisfaction with care.
- **Most health systems are under-leveraging their MyChart investment.** While MyChart supports real-time access to labs, notes, and communication, imaging has remained a blind spot. Integrating InteleShare fills this gap and unlocks new value from existing Epic infrastructure.
- **The integration improves provider workflows**. Providers gain instant, in-context access to diagnostic-quality images within Epic Hyperdrive—supporting faster turnaround times, fewer reimaging events, lower administrative burden, and better-informed decisions.
- **Cost savings are substantial.** Health systems eliminate manual processes like CD burning (which can cost $5–$15 per request), reduce administrative burden, and streamline image intake and sharing—all of which contribute to measurable ROI.
- **It strengthens trust, communication, and patient autonomy.** Giving patients direct, timely access to their imaging builds transparency, supports emotional preparedness, and enables them to participate more confidently in care decisions. This visibility fosters a stronger sense of partnership between patients and providers—deepening trust, improving communication, and increasing retention and satisfaction.

Hospitals that prioritize imaging access are aligning with the future of healthcare: connected, accessible, and built around the people it serves.

The Shift Toward Patient-Centric Care

The healthcare industry is shifting toward a patient-centric model, where individuals expect greater transparency, accessibility, and control over their own medical data. However, traditional imaging workflows often create barriers, leaving patients in the dark about their results and prolonging critical decision-making.

To truly put patients first, healthcare providers need solutions that break down these silos and ensure seamless access to imaging information without adding administrative burden to radiology teams. EMRs and digital platforms are central to this shift, reshaping how care is accessed, delivered, and experienced. But to keep pace with expectations, hospitals and health systems must now move from passive access to active engagement.

Modern patients expect immediate access to their health information and the convenience of managing their care through digital platforms. A 2023 survey[1] revealed that 96% of patients preferred receiving immediately released test results via online patient portals, even before their healthcare practitioner had reviewed them, evidence of a strong desire for prompt information access. The ability for patients to review, research, and process their test results before discussing them with their provider allows for shared decision-making and greater autonomy.

Leveraging MyChart to Enhance Patient Engagement

As hospitals and health systems pursue more patient-centered models of care, tools like Epic's MyChart have become essential to fostering meaningful patient engagement. MyChart is designed to support a more informed and proactive patient population, aligning with growing consumer expectations for immediacy, self-service, and digital access.

More than a convenience, MyChart is strategically leveraged by hospitals to address both clinical and operational goals.

Hospitals increasingly position MyChart as the "digital front door" to care. It consolidates essential functions, like viewing test results, scheduling appointments, refilling prescriptions, and messaging care teams into a single, user-friendly experience. This accessibility makes it easier for patients to stay connected, ask questions, and manage their health proactively, even between visits. This creates a more continuous, collaborative relationship with patients by extending communication beyond the clinical setting.

With access to real-time updates and the ability to engage between visits, patients are better positioned to understand their care and take more ownership of their health decisions. By meeting patients where they are, on their devices, on their time, MyChart encourages a more active patient population. This accessibility invites patients into an ongoing dialogue that strengthens trust, deepens involvement, and improves the care experience.

Challenges in MyChart Adoption

Despite the evident benefits, achieving widespread adoption and optimal utilization of MyChart presents several challenges. Barriers such as digital literacy gaps, language differences, advanced age, and varying levels of trust in digital platforms can hinder effective use.

MyChart has undergone continuous refinement to improve usability, including a major redesign in 2020[2] that emphasized simplicity and patient guidance. Rather than expecting users to navigate the platform independently, MyChart now surfaces prompts on the home screen to encourage actions like booking referrals or messaging providers. These improvements make it easier for patients to interact with the portal, but technology alone isn't enough to drive engagement, especially among individuals with limited digital literacy or language barriers.

To bridge that gap, provider support is necessary. Incorporating portal education into routine care, like demonstrating how to view test results or send a message, can help patients understand the value and utility of the tool. Addressing common concerns about privacy, access, and usability also plays a role in increasing comfort and confidence.

When health systems pair platform improvements with proactive outreach, results follow. In one example, Epic customers increased MyChart registration rates[3] from 33% to 75% simply by having providers ask every patient if they're interested in using the portal. Engagement with pre-visit questionnaires more than doubled, demonstrating that direct encouragement can significantly impact adoption.

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How EMRs Improve the Patient Experience

EMRs are powerful tools that improve how patients experience care across every touchpoint. One of the most meaningful impacts of EMRs is their ability to improve communication and transparency.

When it comes to patient satisfaction and engagement, the presence of EMRs has shown consistent benefits.

- In a 2024 systematic review,[4] patient access to electronic health records was found to positively impact all six key dimensions of engagement, including treatment adherence, self-management, involvement in decision-making, and satisfaction with care.
- In a 2020 study[5] across five primary care centers, patients reported that EMRs increased physician explanation of care (85.8%), active listening (77.3%), and confidence to ask questions (84%), all contributing to higher satisfaction levels.
- Patients who received EMR-based portal reminders after missing an appointment were 2x more likely to rebook[6] and attend a follow-up visit, compared to those who received only a mailed letter. This shows that patient portal access also improves re-engagement metrics.
- Researchers observed a 53% reduction in no-show rates[7] among patients using a portal.

These improvements in communication and engagement can translate into stronger patient retention. When patients feel empowered with immediate access to their records, better communication with providers, and digital tools that support continuity of care, they are more likely to return to the same provider or health system. While few studies directly quantify EMRs' impact on retention, this outcome is strongly inferred through studies on increased trust, satisfaction, and follow-through with care recommendations.

How Patient Engagement with Health Data Improves Outcomes

On the clinical side, the ability of patients to actively engage with their own health data is proving to be a key driver of improved health outcomes. When patients can access, review, and act on their health information, they are more likely to follow treatment plans, participate in shared decision-making, and manage their conditions effectively. Patients who accessed their digital health records were more likely to understand[8] their conditions and actively take steps to manage them.

Evidence suggests that increased patient engagement through EMRs leads to measurable clinical improvements. Patients with higher engagement scores, derived from EMR usage and care behaviors, were significantly less likely to be hospitalized[9] or visit the emergency department. Their clinical markers, such as LDL cholesterol and HbA1c levels, were also notably improved compared to less-engaged peers.

This increase in engagement and understanding has given rise to the idea of the "expert patient",[10] where patients are no longer passive recipients of care but instead active partners in managing their health. This shift is especially evident among individuals with chronic or long-term conditions, who develop a unique form of experiential expertise that often surpasses the episodic understanding of their providers.

This growing population of digitally engaged individuals, empowered with health data, is better equipped to participate in shared decision-making, self-manage symptoms, and advocate for care aligned with their preferences. When effectively supported, "expert patients" can help reduce treatment errors, improve adherence, and contribute to more coordinated, informed care pathways, ultimately fostering better clinical outcomes and greater system efficiency.

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The Missing Piece: Imaging Access

Despite broad adoption of electronic health records and patient portals, access to medical imaging results remains the "missing piece" in the movement toward fully patient-centered digital care. While patients can easily view lab results, medications, and visit summaries through tools like MyChart, imaging—one of the most diagnostically critical and emotionally charged elements of care—is often delayed, buried in disconnected systems, or delivered without sufficient explanation.

This disconnect creates real friction in the patient experience. Imaging plays a central role in diagnosis, treatment planning, and monitoring, but patients are frequently left in the dark, waiting days or even weeks for access, or struggling to understand complex reports once received. The result is anxiety, confusion, and missed opportunities to involve patients more meaningfully in their care.

Oncology patients, in particular, report a strong desire for timely, transparent access to imaging.[11] Early visibility into their scans helps reduce uncertainty, supports emotional preparation, and increases adherence to follow-up care, especially when imaging is paired with clear clinical context. In cases where patients must seek outside consultations or second opinions, the ability to quickly access and share high-quality imaging is essential to avoiding delays in critical decisions.

When imaging remains siloed, patients feel powerless, providers are forced to work with incomplete information, and health systems end up with duplicative imaging, avoidable costs, and unnecessary visits.

Transforming the Patient Experience

Seamless imaging access, by contrast, builds trust, strengthens communication, and positions the health system as a partner in care, delivering a more complete, transparent, and human experience. When patients can view, understand, and share their imaging through the same portal they already use to manage appointments and labs, they gain a sense of continuity and control that reduces anxiety and deepens their engagement.

The InteleShare and MyChart integration transforms this experience by embedding diagnostic-quality imaging directly into the patient's existing digital health environment without separate logins, CDs, or delays. Imaging becomes part of the broader conversation, rather than an isolated, inaccessible data point. Patients can more easily track their progress, prepare questions, share imaging with other providers, and involve family members or caregivers in real time so they can be active participants rather than passive recipients of care.

This visibility also improves communication. Providers no longer need to act as intermediaries for basic access, and patients are better prepared for discussions during appointments, having already reviewed their scans. For those managing chronic conditions or facing complex diagnoses, this access fosters a greater sense of transparency and inclusion, which can, in-turn, improve emotional preparedness, treatment adherence, and satisfaction.

In a digital environment where EMRs like Epic are already deeply embedded, unlocking imaging is a strategic opportunity to expand the reach and value of existing tools. By enabling patients to access and understand their imaging data with ease, health systems can close the final gap in the digital care experience and move meaningfully toward a more person-centered model of healthcare.

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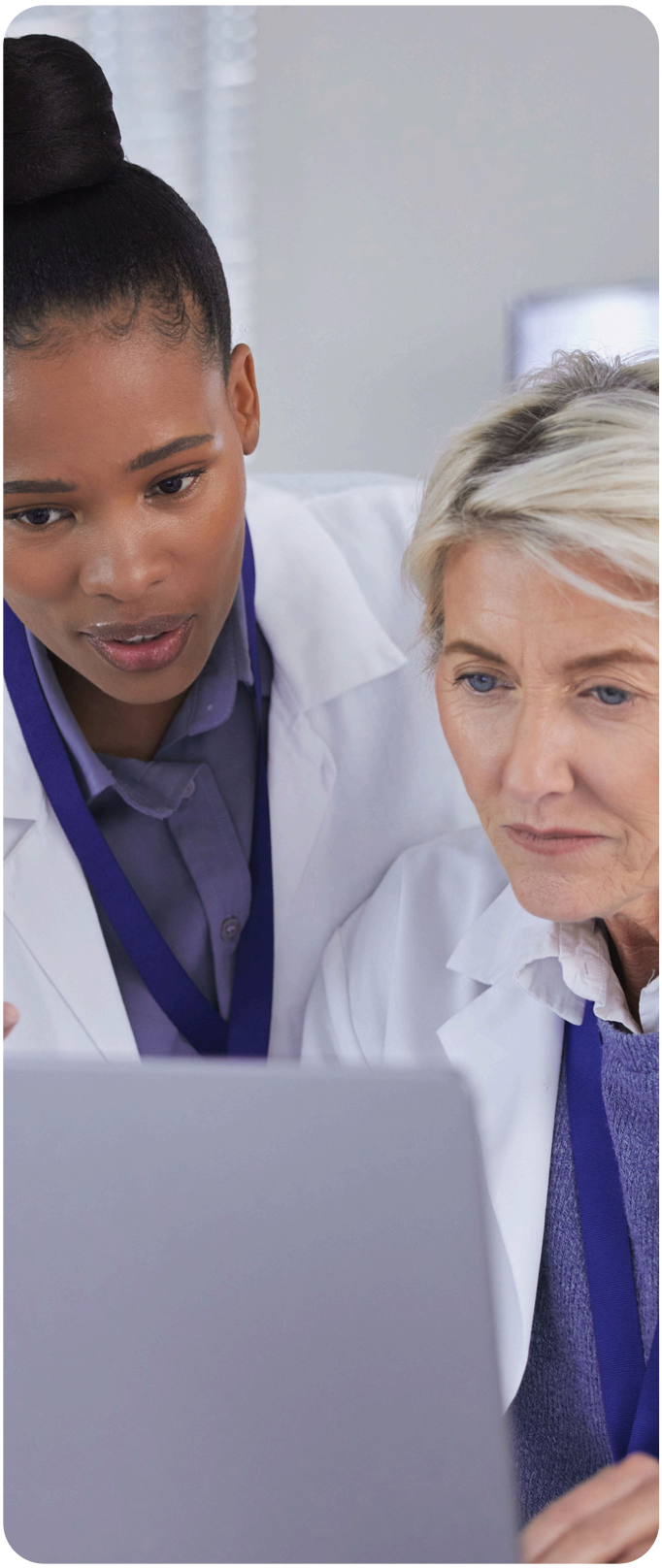
The Operational Impact of the InteleShare and Epic MyChart Integration

InteleShare is an enterprise solution designed to simplify and standardize the way medical imaging is exchanged across complex healthcare environments. Its core purpose is to ensure imaging is readily accessible and seamlessly integrated into clinical workflows, regardless of where it was acquired or what systems are in use. Built with scalability and interoperability at its foundation, InteleShare empowers hospitals to overcome fragmentation, eliminate reliance on CDs, and accelerate collaborative care.

Its true value, however, goes beyond operational streamlining. InteleShare is part of the world's largest medical imaging network, managing more than 80 billion images globally and serving leading institutions. By connecting patients and providers through a trusted, open ecosystem—including direct integration with Epic MyChart and other EMRs—it brings imaging into the modern digital care experience. This means patients gain secure, seamless access to their imaging, and providers can coordinate care with confidence, all within the systems they already use.

At its core, InteleShare transforms imaging into a fully interoperable, patient-accessible resource that ensures that imaging flows as easily, securely, and meaningfully as any other piece of clinical data.

For hospitals and health systems that have already invested significantly in Epic and its MyChart patient portal, InteleShare offers an opportunity to maximize the value of that investment. While MyChart excels at delivering lab results, medications, secure messages, and visit summaries, imaging has remained a notable blind spot, often requiring separate systems, external portals, or delays in access.



Through its integration with Epic's MyChart, InteleShare unlocks a two-sided value proposition: on the provider side the Epic Hyperdrive integration embeds imaging directly into the patient chart for streamlined access within Epic; on the patient side, the Epic MyChart integration enables secure viewing and sharing of imaging results within MyChart. This unified experience brings significant operational benefits across the care continuum, enhancing efficiency for providers, reducing administrative burden, and delivering measurable return on investment at the system level.

Effect on Provider Experience

For providers, InteleShare removes the friction that has historically made imaging one of the most cumbersome parts of care. Instead of relying on phone calls, CDs, or disconnected systems, imaging is accessible in real time, regardless of where the study was performed. Radiologists and referring physicians can review full-quality images immediately, without worrying about file degradation or missing context. For those reading from home or consulting across departments, that access enables faster turnaround times, clearer collaboration, and more confident decisions.

Rather than spending time reconciling outside studies or tracking down prior imaging, providers are free to focus on diagnosis, treatment, and conversations that move care forward. Whether preparing for a consult, comparing historical scans, or coordinating with a specialist in another location, InteleShare supports a more responsive and informed clinical experience.

The integration with Epic Hyperdrive builds on this by embedding imaging directly into the provider's primary workflow, becoming part of the chart. This reduces context-switching, minimizes delays, and ensures that imaging is available at the point of care planning, not as an afterthought. Providers can access, review, and reference imaging without ever leaving the patient record, making each encounter more efficient, and each decision better informed.

Effect on the Administrator Experience

For administrative teams, the InteleShare integration offers a major reduction in manual, time-intensive tasks. Traditionally, when patients requested access to their imaging, staff were required to locate files across systems, burn them onto CDs, and manually distribute them. This process consumed valuable labor time and introduced opportunities for error or delay.

With InteleShare, those tasks are largely eliminated. Patients can access and share their imaging themselves through MyChart, reducing inbound requests and removing staff as intermediaries in the data sharing process.

On the intake side, an additional integration—often purchased alongside Epic's MyChart and HyperDrive—is the Epic AutoFilm Library Integration. This integration simplifies the ingestion of outside imaging by aligning patient records automatically, ensuring demographic accuracy and eliminating redundant data entry. These capabilities improve front-desk and film library workflows, decrease time-to-access, and help ensure that records are available and organized in advance of appointments. This reduces operational drag and allows administrative staff to focus on higher-value, patient-facing work.

ROI for Hospitals and Health Systems

At the system level, InteleShare's integration with MyChart contributes to strong return on investment by reducing both cost and complexity across imaging operations. First and foremost, it helps eliminate unnecessary repeat imaging, an issue that not only drives up costs but also delays care and exposes patients to avoidable risk. By making complete, diagnostic-grade imaging easily available to both patients and clinicians, the integration allows care teams to rely on prior studies with confidence and avoid duplication, improving efficiency across care episodes.

The reduction in manual processes also translates to measurable operational savings. Health systems can significantly reduce the time and cost associated with managing imaging distribution, coordinating inbound files, and resolving mismatched records. This includes eliminating physical CD burning, a process that often requires multiple staff, access to legacy software, and physical materials—each CD costing between $5–$15 when accounting for labor, hardware maintenance, and time spent fulfilling requests. At scale, especially across radiology departments or centralized film libraries, these savings are substantial.

The integration also enhances system-wide interoperability and standardization, which is particularly valuable for large, multi-site health systems working across legacy imaging archives or siloed infrastructure. By embedding imaging access directly into the Epic environment, organizations can deliver consistent user experiences and scalable workflows without layering on new platforms.

Most importantly, this functionality significantly increases the value of existing MyChart investments. Imaging has long been a missing piece of the patient-facing EMR experience. Enabling access to these files not only strengthens transparency and engagement but contributes to greater patient satisfaction, stronger retention, and improved outcomes, delivering business value well beyond imaging alone.

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Enterprise Challenges and Why Integration Matters

For large health systems, delivering seamless, efficient, and patient-centered care at scale remains a persistent challenge when it comes to managing clinical data across distributed networks. Imaging, despite its central role in diagnosis and treatment, continues to be one of the most fragmented elements of the healthcare data ecosystem. While many organizations have made major strides in EMR adoption and interoperability, medical imaging often lags behind, stuck in siloed archives, dependent on physical media, or accessible only through separate portals.

One of the biggest obstacles is the lack of consistency across systems. Even within a single health system, imaging data may be stored in multiple PACS archives, long-term cold storage, or departmental databases that are not fully integrated into the EMR. When patients move between facilities, or even between departments, those images often do not follow. This leads to administrative delays, communication breakdowns, and redundant imaging. The lack of a centralized solution creates inefficiencies not only for providers, but also for IT teams who are tasked with connecting legacy platforms and managing fragmented workflows.

These interoperability gaps also have downstream effects on patients. A single individual may have multiple MyChart accounts tied to different institutions, none of which share imaging across systems. Even when patients try to coordinate their own care, they often encounter dead ends: delays in retrieving imaging, difficulty sending it to outside providers, or confusion around what is or isn't included in their portal view. When patients expect the same seamless digital experience they receive in banking, retail, or travel, these friction points erode trust and satisfaction.

Integration matters because it addresses these challenges not with another standalone solution, but by strengthening the infrastructure that health systems already rely on. Embedding imaging into Epic and MyChart means fewer workarounds, fewer disconnected tools, and a more cohesive experience for everyone involved. It provides clinical continuity, IT simplification, and enterprise alignment. The imaging workflow becomes part of the system of record, accessible at every point in the care journey.

InteleShare's approach recognizes this complexity and is designed to meet it head-on. By connecting imaging data to the same ecosystem that already supports scheduling, lab results, visit notes, prescription management, secure communication, and billing, the integration helps health systems take the next step in digital maturity: a unified platform where imaging is a core component of accessible, coordinated care. With InteleShare, imaging becomes part of this streamlined digital experience, bringing a critical missing data type into the patient's hands and reinforcing the role of MyChart as a central hub for engagement, communication, and longitudinal health management.

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The Future of Healthcare is Digital

Health systems around the world are rethinking how care is delivered, documented, and accessed, not just by clinicians, but by the people receiving care. Healthcare is shifting from a patient-centered model to a person-centered paradigm where care is shaped around the whole individual, their context, and their control over health data and decisions. While often used interchangeably, these terms represent fundamentally different philosophies of care.

According to the IMIA Yearbook on Consumer Health Informatics,10 person-centered care is built around dignity, compassion, coordination, and enabling patients to co-produce care decisions. This model is particularly important for those living with long-term or chronic conditions, who often become "expert patients", developing a deep understanding of their own health and contributing valuable insight to clinical decision-making. Technology is critical in enabling this model, with platforms like patient portals becoming the bridge between provider systems and the lived experiences of individuals.

But while digital health tools have advanced, most records still reflect an institution-centric reality: care data is fragmented across providers, and access to health records is limited to specific systems or visits. The next step is a true longitudinal record that follows individuals across providers, systems, and settings. This vision has already been realized in some national systems, like the NHS in the UK, where a centralized health record follows the individual, not the institution.

In the U.S., achieving a universal EHR remains a challenge, but the movement is gaining momentum. Emerging technologies such as health information exchanges, federated data models,[12] and patient-controlled health vaults are beginning to address the technical and regulatory barriers. The goal is to create a comprehensive digital identity that supports lifelong health, mobility across care environments, and full ownership of personal health data.

For health systems, moving toward person-centered digital care means rethinking the role of the EHR, prioritizing seamless access to high-value information like imaging, and investing in tools that support whole-person engagement. In doing so, organizations will not only improve outcomes but also prepare their infrastructures for a more transparent, interoperable, and human-focused healthcare system.

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Conclusion

As healthcare advances, patient-centric care has evolved from an idea to an expectation. Hospitals and health systems are facing a pivotal moment: the infrastructure is in place, the tools exist, and patients are ready, but gaps remain that prevent full realization of person-centered care. But the most persistent gap is imaging access, existing in a parallel workflow that is disconnected from the experience that modern patients expect.

Embedding imaging in the MyChart experience closes a critical loop in digital care delivery, enabling patients to take ownership of their data, reducing staff burden, and empowering providers to deliver faster, more coordinated care. InteleShare empowers both patients and providers by eliminating imaging access roadblocks, ensuring critical information when and where's its needed. InteleShare helps hospitals and health systems unlock the full value of their Epic investment by addressing this blind spot with a scalable, interoperable solution built for complex enterprise environments.

Beyond maximizing the existing investment in Epic, hospitals and health systems must address this final gap in digital access. As healthcare moves toward more connected, personalized, and data-driven models, imaging access is quickly becoming a foundational component of the modern care experience.

For healthcare leaders, this shift invites deeper reflection on their digital strategy. Leading organizations are moving beyond legacy workflows and asking how to extract greater value from their existing platforms. They are focusing not just on access, but on experience. Not just on outcomes, but on engagement. And they are recognizing that true digital maturity requires integrating imaging into the broader health record, not as an add-on, but as an essential element of care.

Intelerad works closely with hospitals and health systems to help answer these questions. Our experts can help you evaluate where you stand today, identify opportunities to strengthen your engagement ecosystem, and chart a path toward a more connected, person-centered model of care. Because when imaging is accessible, actionable, and included in the digital experience, everyone benefits.

About Intelerad

Intelerad is one of the leading medical imaging software platforms for the healthcare industry. Nearly 2,500 healthcare organizations around the world rely on Intelerad products to manage patient data, improve imaging efficiency and quality, and elevate patient outcomes. For more information on Intelerad and its leading technology solutions, visit **intelerad.com** or follow the company on **LinkedIn**.

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