SCC's Outreach Information Systems Suite®

SoftPatientPortal®



SoftPatientPortal® is a secure, cloud-based platform for medical laboratories to offer patients digital access to lab services.

With SoftPatientPortal®, physicians and their authorized representatives can provide a secure link for patients to create an account and receive notifications when laboratory results are ready for review. Patients can monitor their accounts for test results, prepay for direct-to-consumer testing, schedule appointments, and update their own insurance and demographic information. They can also track any collection kits sent to them by the processing laboratory. In addition, SoftPatientPortal® offers a comprehensive waiting room experience, enabling real-time check-in and queue tracking at collection sites.

FEATURES AND BENEFITS

Feature: Robust and web-based solution.
Benefit: SoftPatientPortal® is a robust, web-based solution that empowers patients and streamlines laboratory operations by enabling self-registration, secure online payments for direct-to-consumer tests or invoices, real-time access to laboratory results, appointment scheduling for specimen collection, and convenient kiosk check-in at patient service centers.

Feature: Patients may review laboratory testing prescribed by their physician.
Benefit: After results are reviewed and released for the patient to review them, the patient receives an email notification where they can click on the link provided in the email to go directly to the patient portal to view their results. Results are displayed on the screen and can also be viewed in PDF Report format.

Feature: Patients have the ability to update their demographic information.
Benefit: The patients can ensure that all current demographic information is correct and update their addresses, phone numbers, email, and insurance information.

Feature: Patients can securely manage health records, appointments, and test results for their children, elderly parents, or other dependents—all within a single portal account.
Benefit: This feature simplifies care coordination for families, enhances user convenience, and supports caregivers by providing centralized access to critical health information for multiple individuals.

Feature: Credit card payment is available to patients.
Benefit: Since testing may not be covered by insurance, patients benefit from the ability to select and pay for tests upfront using modern, secure payment methods.

Feature: Appointments for blood drawing can be managed through the patient service centers.
Benefit: Providing schedule times and appointment availability to the patient is a very efficient way to schedule appointments. A bonus is having current wait times available for the patient to choose the best location to have their specimens drawn. Blocking off schedule times also allows for clients to provide proper staffing at the collection facilities.

Feature: SoftPatientPortal® includes an integrated waiting room experience that allows patients to check in remotely through the portal or on-site using a kiosk.
Benefit: This feature enhances operational efficiency at collection sites by reducing front-desk congestion and streamlining patient flow. Patients enjoy a more transparent, predictable visit with minimized waiting time and improved satisfaction, while laboratories benefit from better resource management and fewer administrative bottlenecks.

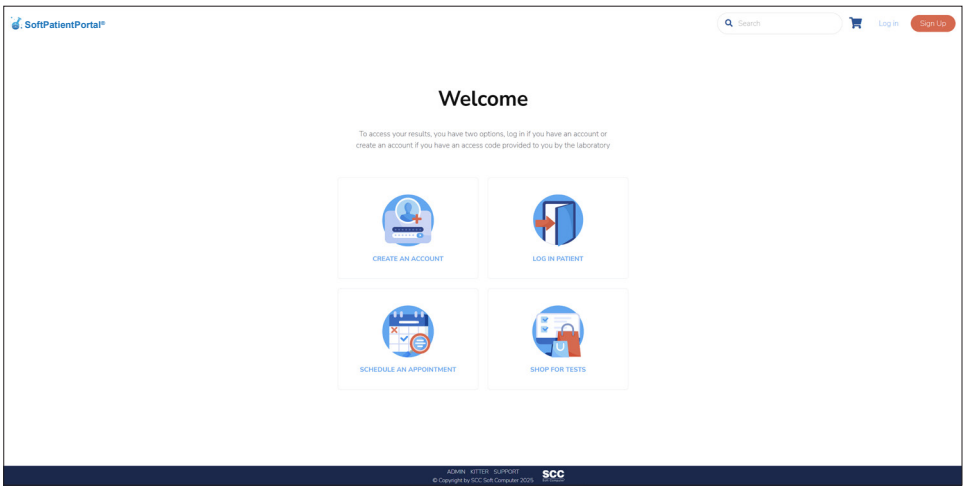
Feature: Provides patients with a direct-to-consumer test catalog.
Benefit: Patients are becoming increasingly health-conscious, and the success of SoftPatientPortal® depends on providing the ability to select testing to monitor their own health. Testing can provide information to the patient on what the testing includes and what conditions they monitor, as well as display test pricing.

Feature: Patients can order test kits directly through the portal, track shipping and return status, and send samples back to the lab—all from the comfort of home.
Benefit: This feature offers unmatched convenience for patients, eliminates the need for travel to collection sites, and expands laboratory reach to accommodate remote and busy individuals, ultimately increasing test accessibility and patient satisfaction.

SAMPLE SCREENSHOT

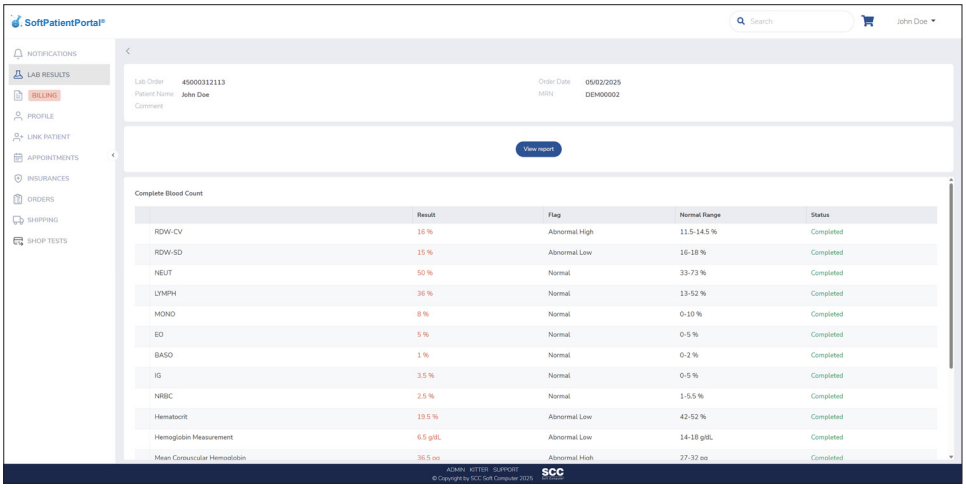
Welcome Screen

This screen provides a clear and concise list of the functions provided to the patient. They have the option to create an account if they are new to the patient portal, log in if they are already a known patient, and options to view results or shop for direct-to-consumer testing. The patient may also select to go right to scheduling to find a collection center to make an appointment to have their specimens collected.



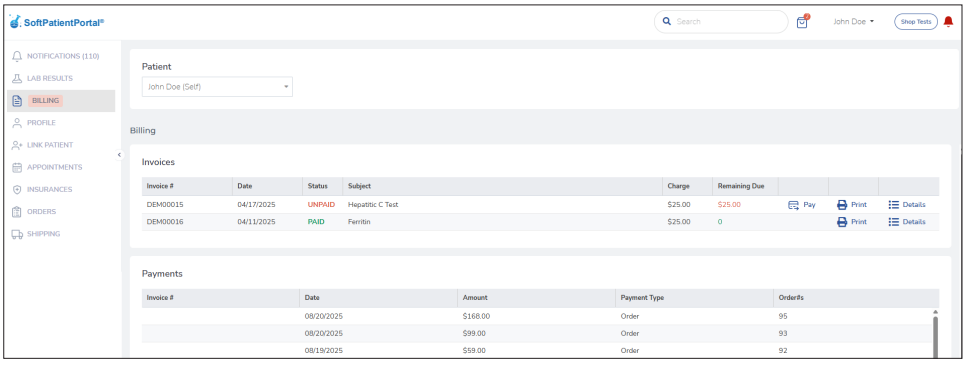
Patient Results

The patient is provided with on-screen results values as well as the reference ranges associated with the testing performed. The patient may also view the test results of patients who are related/ linked to them. The results are available for download in PDF format.



Invoice

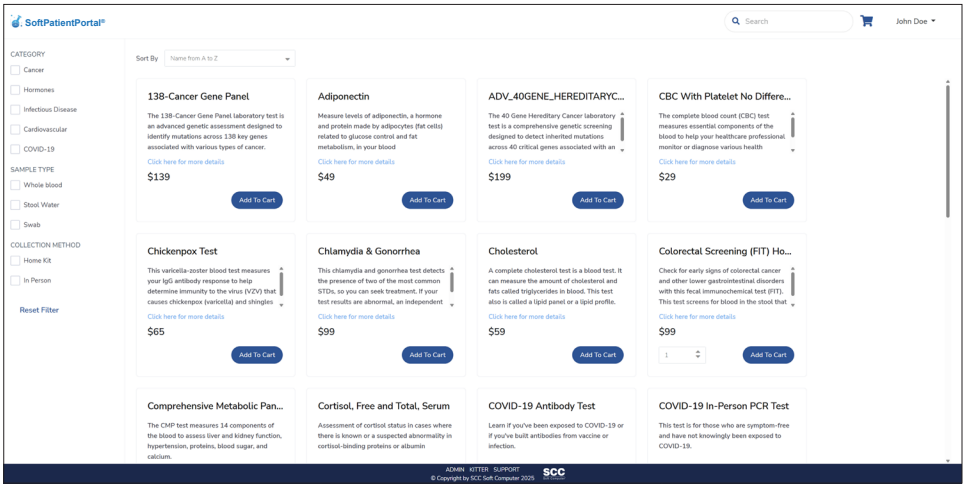
The patient may pay their current invoices online through the patient portal.



SAMPLE SCREENSHOT

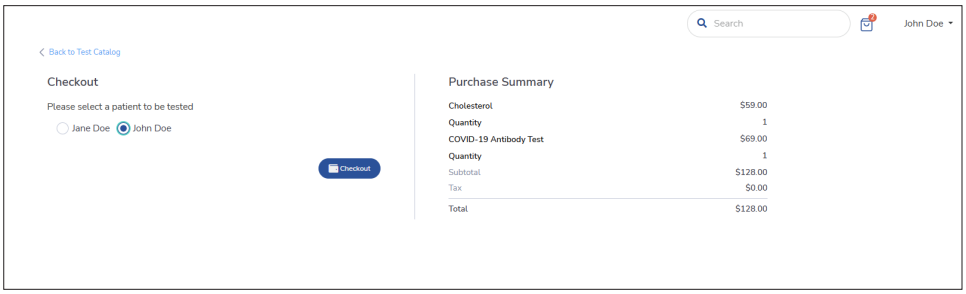
Direct-To-Consumer Test Catalog

This provides a list of tests that the patient may order themselves, with descriptions of the testing as well as pricing. The patient may add testing to their cart and pay for services online.



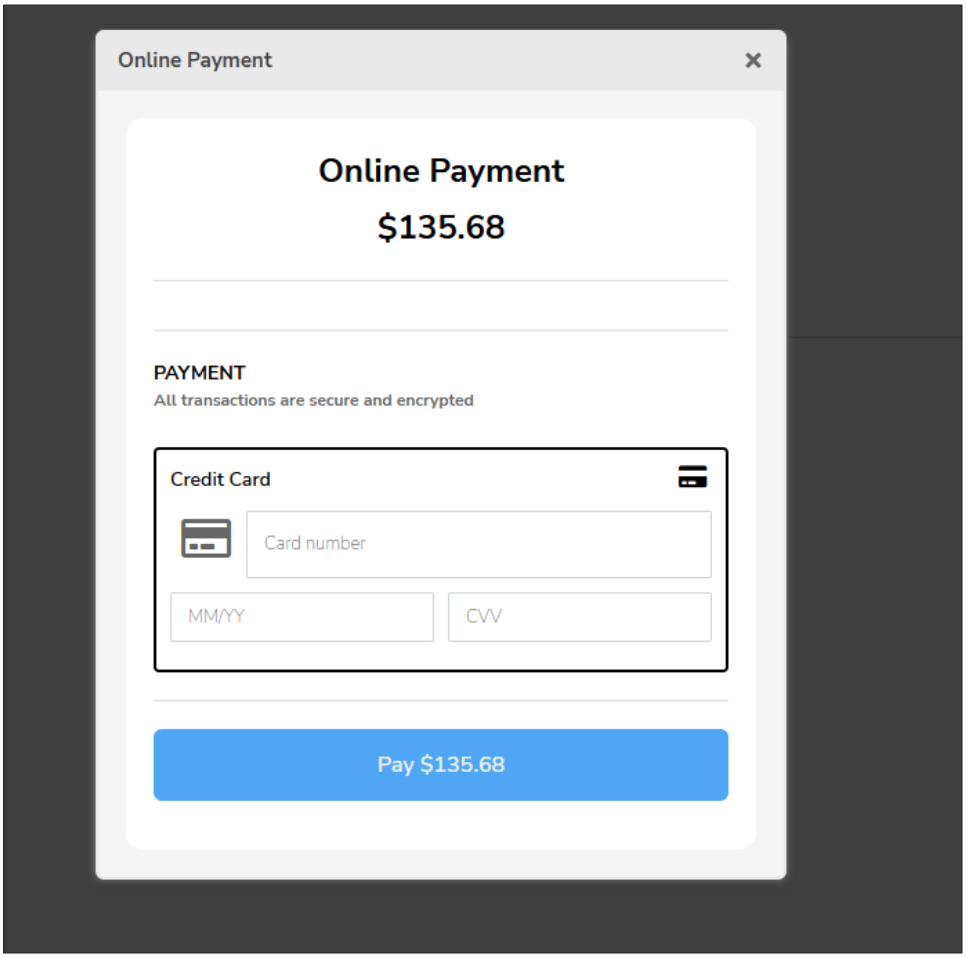
Cart Checkout

The patient may review their current selections before final checkout.



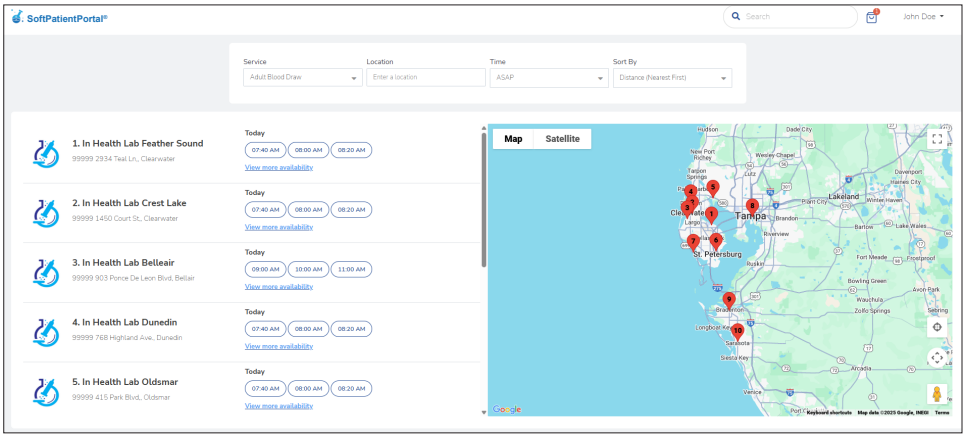
Point of Sale Transaction

The patient may pay for direct-to-consumer testing at time of test selection.

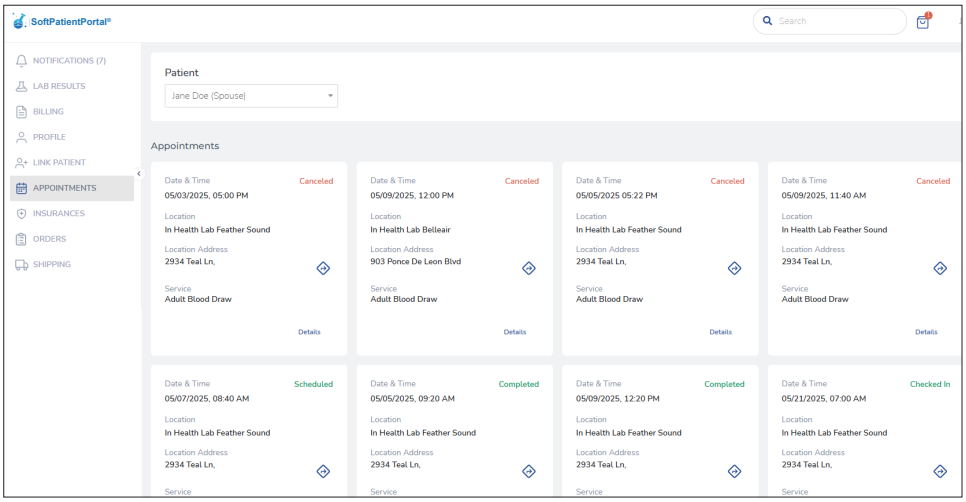


SAMPLE SCREENSHOT

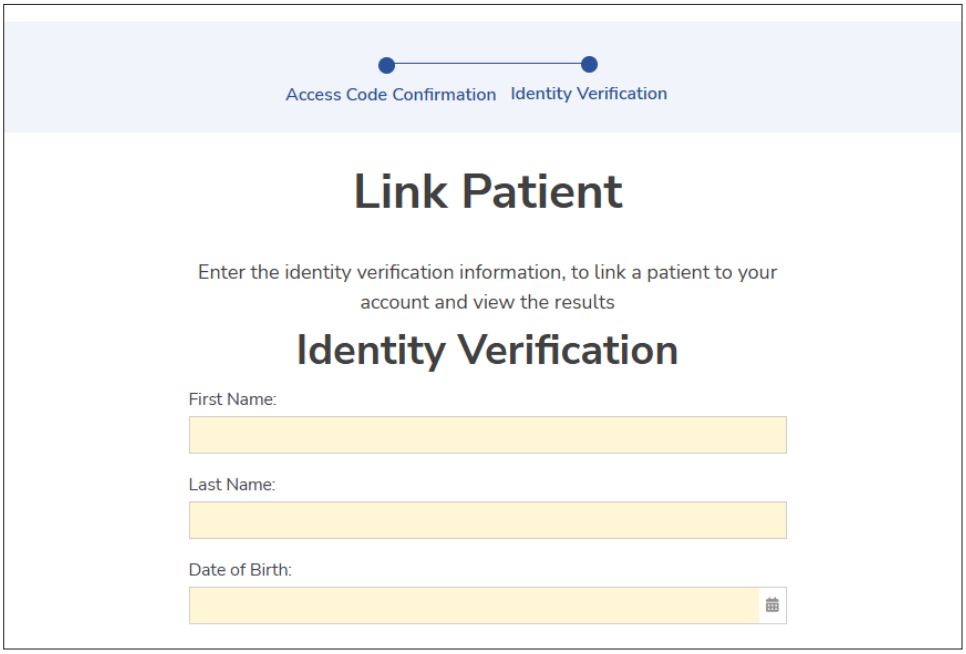
Collection Center Selection
Scheduling of collection at patient service centers.



Appointments Management
The patient may review all of their current and past appointments as well as create new appointments.



Connected Family Healthcare
Family members may be linked for easy management of your entire family's healthcare.



SCC Soft Computer
www.softcomputer.com

SCC Soft Computer
5400 Tech Data Drive
Clearwater, Florida 33760
(727) 789-0100
sales@softcomputer.com

S-BROCH-PATIENTPORTAL-20251022
SoftPatientPortal® is a registered trademark of SCC Soft Computer®.
©Copyright 2026 SCC Soft Computer®. All rights reserved.