

# Global Patient Portals Market 2023

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## Abstracts

The global patient portal market is projected to reach USD 6.31 billion by 2029, with a CAGR of 10.8% from 2023 to 2029. This growth is fueled by the increasing demand for patient engagement solutions, widespread adoption of electronic health records (EHRs), and the growing volume of healthcare data. Integration of mobile-based health platforms and rising telehealth demand also contribute to market expansion. Patient portals facilitate secure communication between patients and healthcare providers, improving engagement and care quality. Artificial intelligence (AI) enhances user experience and efficiently manages portal messages. Patient portals address virtual healthcare challenges, reduce costs, and improve access to medical information. EHRs with built-in portals offer streamlined workflows and increased patient engagement. Higher portal usage leads to improved patient satisfaction and provider efficiency. However, data security concerns must be addressed for patient confidentiality and system reliability. Patient health literacy is crucial for effective portal adoption, requiring understanding of medical terminology.

The report covers market size and growth, segmentation, competitive landscape, trends and strategies for global patient portals market. It presents a quantitative analysis of the market to enable stakeholders to capitalize on the prevailing market opportunities. The report also identifies top segments for opportunities and strategies based on market trends and leading competitors' approaches.

### Market Segmentation

The market is segmented based on various factors, including product, delivery mode, end-user, geography.

Product type: integrated, standalone

Deployment mode: web & cloud-based, on-premises

End user: hospitals, clinics & physician offices, payers, others

Geography: North America, Europe, APAC, Latin America, Middle East & Africa

## Segmentation by Geography

North America – US, Canada

Europe – Germany, France, UK, Italy, Spain

APAC - China, Japan, India, South Korea, Australia

Latin America – Brazil, Mexico, Argentina

Middle East & Africa – South Africa, Saudi Arabia, Turkey, UAE

In 2022, integrated patient portals, particularly those integrated with Electronic Health Records (EHRs) or Electronic Medical Records (EMRs), held the highest market share of 57.5%. These integrated portals offer comprehensive health information and additional benefits compared to standard portals.

Web & cloud-based patient portals accounted for the largest share in the market, as they are more advanced and can be accessed from multiple locations. On-premises solutions lack features essential for security, performance, and reliability.

Hospitals were the primary end-users of patient portals, holding a share of 41.1% in 2022. This is due to the high influx of patients and the need to store vast amounts of health data.

North America dominated the patient portal market in 2022, with a share of 35.4%. The region's demand for easy access and improved portal efficiency, along with government initiatives, drove market growth. The adoption of EHRs in countries like the United States and Canada also facilitated patient access to healthcare data through portals.

Europe held the second-highest market share, while APAC is expected to witness the fastest growth due to technological advancements in healthcare services. Latin America and the Middle East & Africa are expected to experience slower growth due to limited awareness of healthcare IT services.

## Competitive Landscape

The global patient portal market is characterized by consolidation, with key players such as Allscripts Healthcare Solutions, Inc., athenahealth, Inc., Cerner Corporation, eClinicalWorks, LLC, Epic Systems Corporation, GE Healthcare, Solutionreach, Inc., and Updox LLC driving its growth. The market also sees the emergence of new players and start-ups, intensifying competition. Major companies profiled in this report include Adelante Healthcare, Inc., Advanced Data Systems Corporation, AIMDek Technologies Pvt. Ltd., Allscripts Healthcare Solutions, Inc., athenahealth, Inc., Bizmatics Inc., Bridge

Patient Portal Inc., CapMinds LLC, Cerner Corporation, CureMD.com, Inc., eClinicalWorks, LLC, Elation Health, Inc., Epic Systems Corporation, GE Healthcare, Greenway Health LLC, Health Myself Innovations Inc., Hello Health Inc., Insync Healthcare Solutions, LLC, Intelichart, LLC, iSALUS, LLC, Itransition Group Ltd., La Jolla Digital, LLC, Manage My Health Limited, Mckesson Corporation, MEDHOST, Inc., Medical Healthcare Solutions, Inc., MedicalMine Inc., Meditab Software Inc., Medsphere Systems Corporation, Napier Healthcare Solutions Pte. Ltd., NXGN Management, LLC, Optum, Inc. (Change Healthcare, Inc.), Practice EHR LLC, Siemens Healthineers AG, Solutionreach, Inc., Updox LLC, ViSolve Inc., among others.

### Recent Industry Developments

TrueCare launched the MyChart patient portal in March 2021, offering patients quick access to health information.

Epic Corporation collaborated with Orlando Health St. Cloud Hospital in June 2021 to integrate EHR with the MyChart patient portal, streamlining health data and improving care delivery.

Bridge Patient Portal introduced a telehealth solution utilizing Zoom for Healthcare in January 2020, enabling remote medical consultations and improving healthcare accessibility.

### Scope of the Report

- To analyze and forecast the market size of the global patient portals market.
- To classify and forecast the global patient portals market based on product type, deployment mode, end user, geography.
- To identify drivers and challenges for the global patient portals market.
- To examine competitive developments such as mergers & acquisitions, agreements, collaborations and partnerships, etc., in the global patient portals market.
- To identify and analyze the profile of leading players operating in the global patient portals market.

### Why Choose This Report

- Gain a reliable outlook of the global patient portals market forecasts from 2023 to 2029 across scenarios.
- Identify growth segments for investment.
- Stay ahead of competitors through company profiles and market data.
- The market estimate for ease of analysis across scenarios in Excel format.
- Strategy consulting and research support for three months.

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