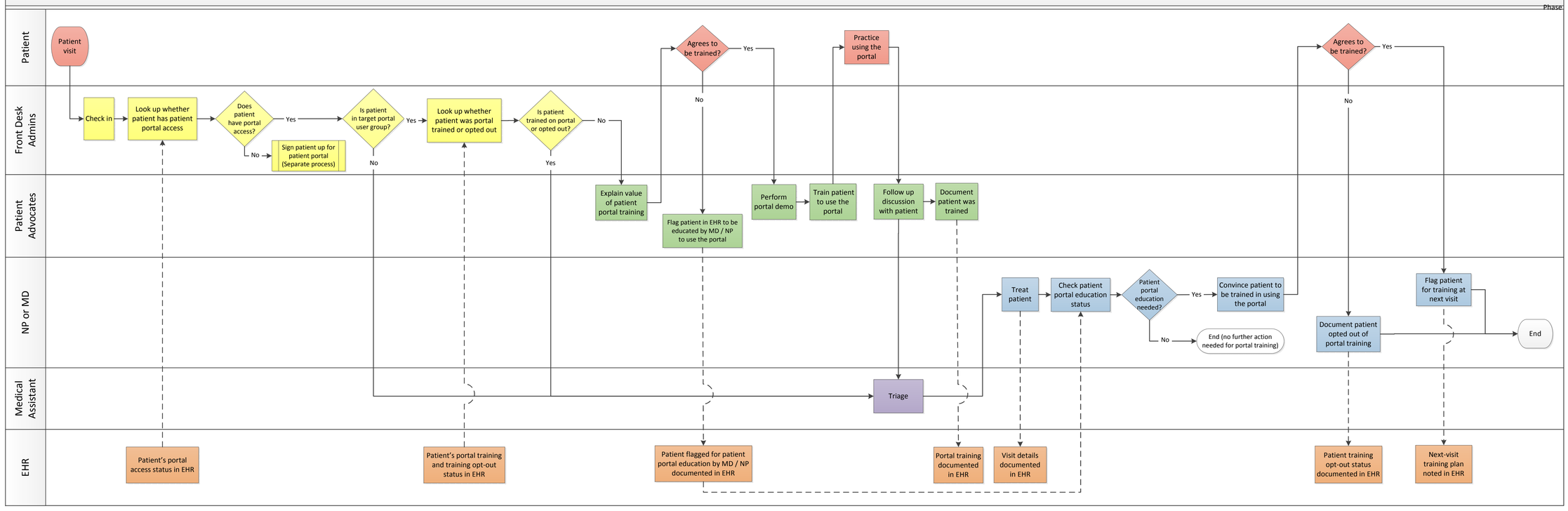# Patient Engagement Process – Education by MD and NP to increase portal use