This program is sponsored by the International Foundation for Gastrointestinal Disorders. The views and opinions expressed in this presentation do not necessarily reflect the official position of IFFGD. Information and resources shared should not replace any medical care you are receiving. Finally, it is important to always consult with your doctor or other health care provider before making decisions about your treatment.

The following slides were presented during the educational portion of IFFGD’s 2020 Virtual Advocacy Event. To view this presentation and the all videos available during this program, please visit https://bit.ly/Adv_Edu.
A Look at Online Health Records

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International Foundation for Gastrointestinal Disorders
Healthcare in a Digital Age

I recently took my dog, Brandi, for her annual vet visit. The following day I received a call from the doctor providing the all clear on her blood test results and to check for follow up questions.

As the call ended, it occurred to me that I don’t receive a call from my doctor with my test results. **Does my dog get better service than me?!?**

In this time of self-service, it can feel like we aren’t getting the personal service or information that we need. The reality is that we are, but in a different way.

**Welcome to the age of digital healthcare!**
• As of 2017, 52% of individuals have been offered online access to their medical records¹

• Of those that used the online access, at least 75% of individuals reported that it included lab results, medication list, and office visit summaries¹

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¹ ONC Data Brief 40 [PDF - 1.7 MB]
IFFGD Patient Portal Access Online Survey, July 2020

**HCP Offers Patient Portal**
- Yes - 79
- No - 17
- Unsure - 6

**Actively Use Portal**
- Yes - 70
- No - 9

- 102 Respondents
- 77% Have Portal Access
- 89% Actively Use Portal
What users like:

• Easy & fast access to records – i.e. lab results, office visit and procedure summaries
• Ability to review bills
• Direct messaging to healthcare provider (HCP)
• Ability to request prescription refills
• Record sharing with other HCP
• 24/7 access and ability to access in privacy of home
What users don’t like:

- HCP too focused on data entry during appointment
- Information can be incomplete or inaccurate
- System difficult to navigate
- Unable to attach files
- Offline\Downtime
- Different system don’t talk to each other
- Feels impersonal
It’s Your Health, Own it!

Access is important

• Verify personal information including date of birth, address, and insurance
• Verify medical information including medical history, health conditions and allergies
• Review medical bills
• Report Inaccuracies!

Online records can help

• Access to office visit summary
• Medication list and refill request
• Immunization history
• Lab test results
• Share your health records
• Communicate with healthcare provider via secure message
Need Help?

- Ask your healthcare provider if online access is available and where to find resources on using it.

- Get *The Guide to Getting and Using Your Health Records* at The Office of the National Coordinator for Health Information Technology
  
  www.healthit.gov/how-to-get-your-health-record
Thank you!