

THE VALUE OF CONSUMER ACCESS & USE OF ONLINE HEALTH RECORDS

Giving individuals easy and secure access to their health information increases patient engagement and advances person-centered health.



INDIVIDUALS NEED ACCESS TO THEIR FULL HEALTH RECORDS TO ADDRESS INFORMATION GAPS

1 IN 3 INDIVIDUALS

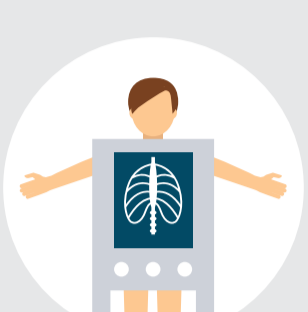
who have seen a health care provider in the last year experienced at least one of the following gaps in information exchange.¹



Had to bring an X-ray, MRI, or other type of test result with them to the appointment.



Had to wait for test results longer than they thought reasonable.



Had to redo a test or procedure because the earlier test results were not available.



Had to provide their medical history again because their chart could not be found.



Had to tell a health care provider about their medical history because they had not gotten their records from another health care provider.

INDIVIDUALS CAN SERVE AS THE HUB OF INFORMATION EXCHANGE

In a given year, the average Medicare patient visits...



INDIVIDUALS VALUE ONLINE ACCESS TO THEIR HEALTH RECORDS



7 IN 10 individuals **VALUE ONLINE ACCESS** to their health records.¹



INDIVIDUALS ARE ENGAGING WITH THEIR HEALTH RECORDS ONLINE

MORE THAN HALF (55%) of individuals who were offered access **VIEWED THEIR RECORD** within the past year.¹



6 IN 10 individuals with online access say it improves their desire to **DO SOMETHING ABOUT THEIR HEALTH**.³

*The more frequently individuals access their health information online, the more they report that it motivates them to do something to improve their health.*³

Individuals are using their online access to address information gaps and manage their health.¹



67%

Used it to monitor their health



33%

Shared it with someone else



35%

Downloaded it



12%

Sent it to an app/PHR

AGE IS NOT A FACTOR

67%



67% of U.S. adults **AGE 65 & OLDER** say that accessing their medical information online **is important**.⁴

*Individuals use of online medical records doesn't vary by age, setting (rural vs. urban) or race.*⁵

*The OpenNotes study showed that patients who access their medical records online feel more in control of their care and are more likely to take their medications as prescribed.*⁶

For more information about efforts to empower individuals with their online health records visit www.HealthIT.gov/bluebutton.



SOURCES

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