

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

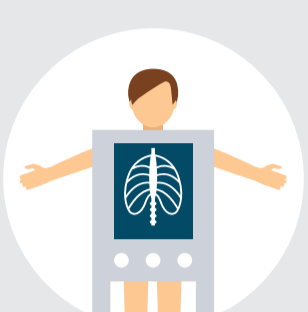
who have seen a health care provider in the last year experienced at least one of the following gaps in information exchange.¹



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

- https://www.healthit.gov/sites/default/files/briefs/oncdatabrief30_accesstrends.pdf
- http://www.nejm.org/doi/pdf/10.1056/NEJMsa063979
- http://www.nationalpartnership.org/research-library/health-care/HIT/engaging-patients-and-families.pdf
- https://www.accenture.com/us-en/insight-silver-surfer-catching-eh-health-wave-summary.aspx
- ONC Data Brief No. 26: June 2015 Disparities in Individuals' Access and Use of Health IT in 2013. By Vaishali Patel, PhD MPH, Wesley Barker, MS, Erin Siminerio, MPH. https://www.healthit.gov/sites/default/files/briefs/oncdatabrief26june2015consumerhealthit.pdf
- Delbanco, et al. Inviting Patients to Read Their Doctors' Notes: A Quasi-experimental Study and a Look Ahead. Ann Intern Med. 2012;157(7):461-470. Available online at: http://annals.org/article.aspx?articleid=1363511

Blue Button, the slogan, 'Download My Data', the Blue Button Logo, and the Blue Button Combined Logo are registered service marks owned by the U.S. Department of Health and Human Services.