

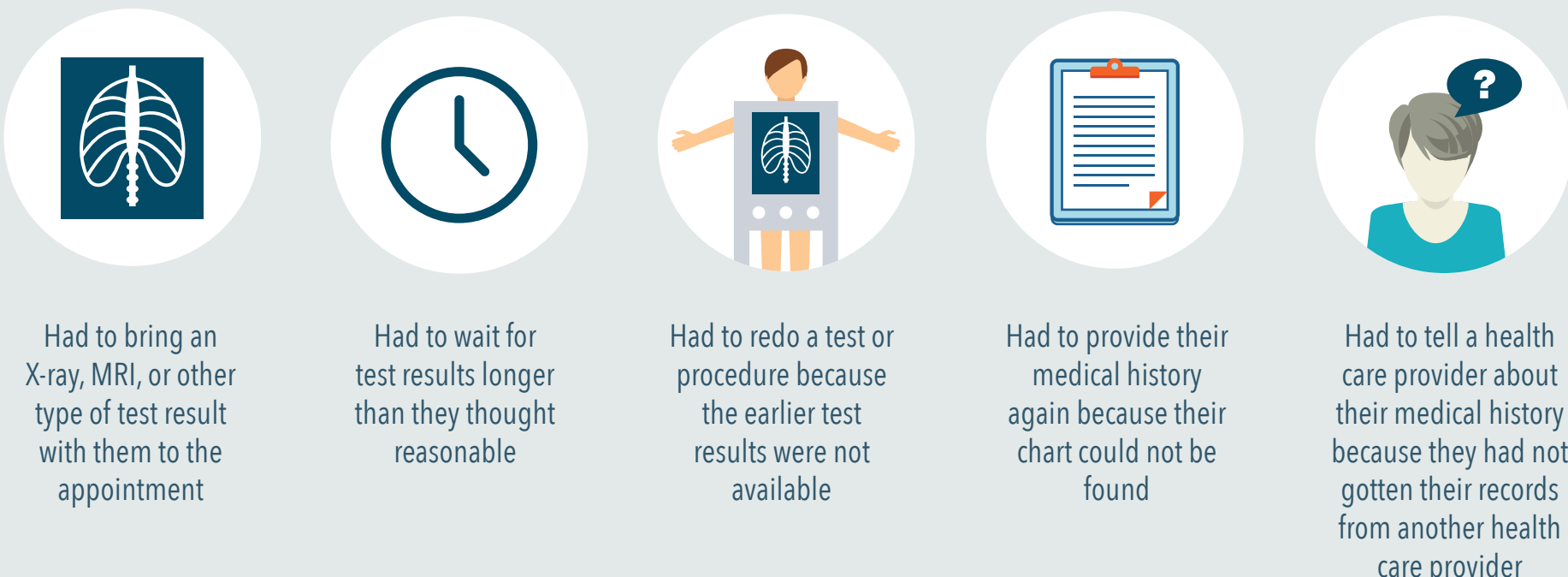
THE VALUE OF CONSUMER ACCESS & USE OF ONLINE HEALTH RECORDS

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

1/3 who have seen a health care provider in the last year experienced at least one of the following gaps in information exchange.¹



INDIVIDUALS CAN SERVE AS THE HUB OF INFORMATION EXCHANGE

In a given year, the average Medicare patient visits...²⁴



INDIVIDUALS VALUE ONLINE ACCESS TO THEIR HEALTH RECORDS



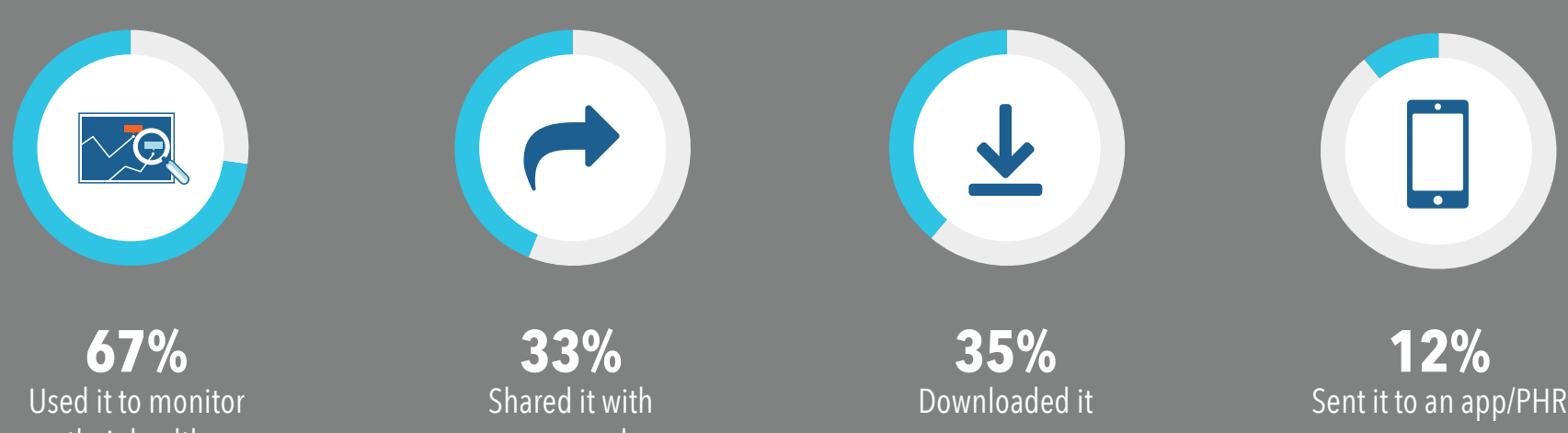
INDIVIDUALS ARE ENGAGING WITH THEIR HEALTH RECORDS ONLINE

MORE THAN HALF (55%) of individuals who were offered access **VIEWED THEIR RECORD** within the past year.¹⁵



The more frequently individuals access their health information online, the more they report that it motivates them to do something to improve their health.⁸

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



67% OF U.S. ADULTS AGE 65 & OLDER say that accessing their medical information online is important.²



67%

Individuals use of online medical records doesn't vary by age, setting (rural vs. urban) or race.¹⁶

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.¹⁹

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



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A MAJORITY OF PROVIDERS ARE PROVIDING ONLINE ACCESS TO HEALTH INFORMATION

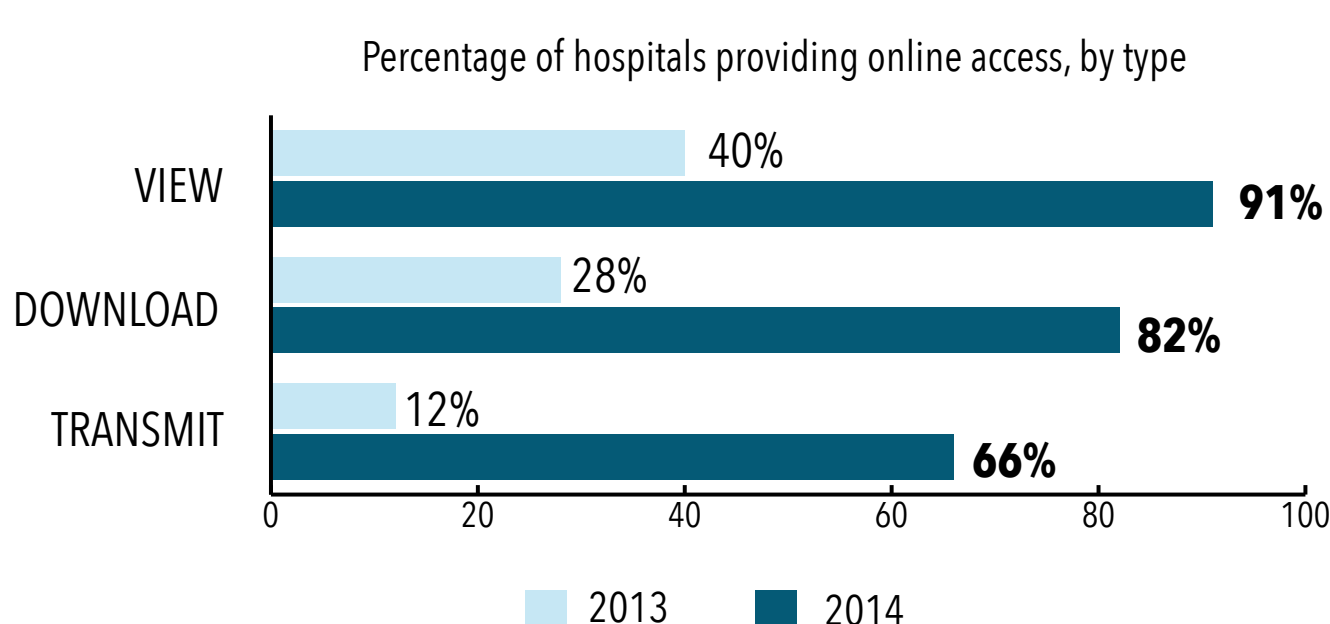


INCREASINGLY MORE PATIENTS HAVE ONLINE ACCESS

In 2014, **6 out of 10 hospitals** provided their patients with the capability to **view, download, and transmit** their health information—a significant increase from the previous year.²²

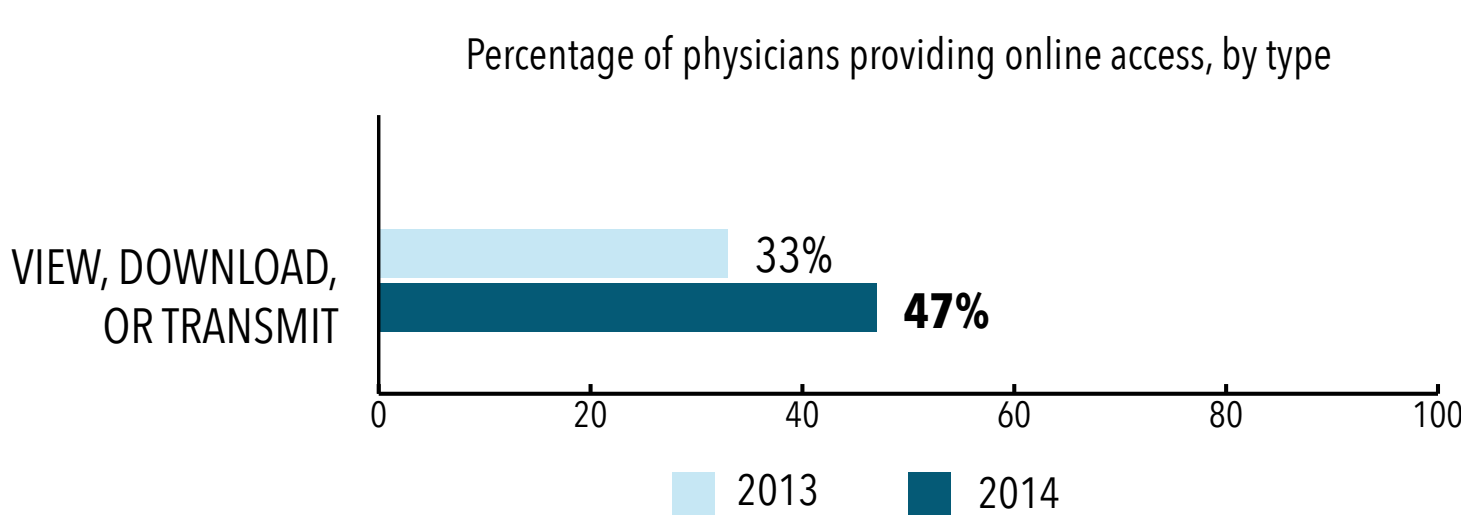


Nearly all hospitals allow patients to view their health information electronically. Most hospitals also allow patients to download & transmit their information.²²



MORE PHYSICIANS ARE PROVIDING ONLINE ACCESS

There was a **42% increase** in the number of physicians* who gave patients access to view, download, or transmit their electronic health information.²³



The results here are based upon a nationally representative survey of ambulatory care, office-based physicians conducted by the National Center of Health Statistics (funded by ONC). This does not include hospitalists (e.g. physicians working in hospital settings) or physicians who do not directly interact with patients.

MEANINGFUL USE AS A SOURCE OF GROWTH

Over **75% OF ELIGIBLE PROVIDERS** and **90% OF ELIGIBLE HOSPITALS** have received **INCENTIVE PAYMENTS** for participating in the Meaningful Use Program.¹⁸

Meaningful Use requires participating providers and hospitals in Stage 2 to enable patients with a way to "view, download and transmit" their health information.



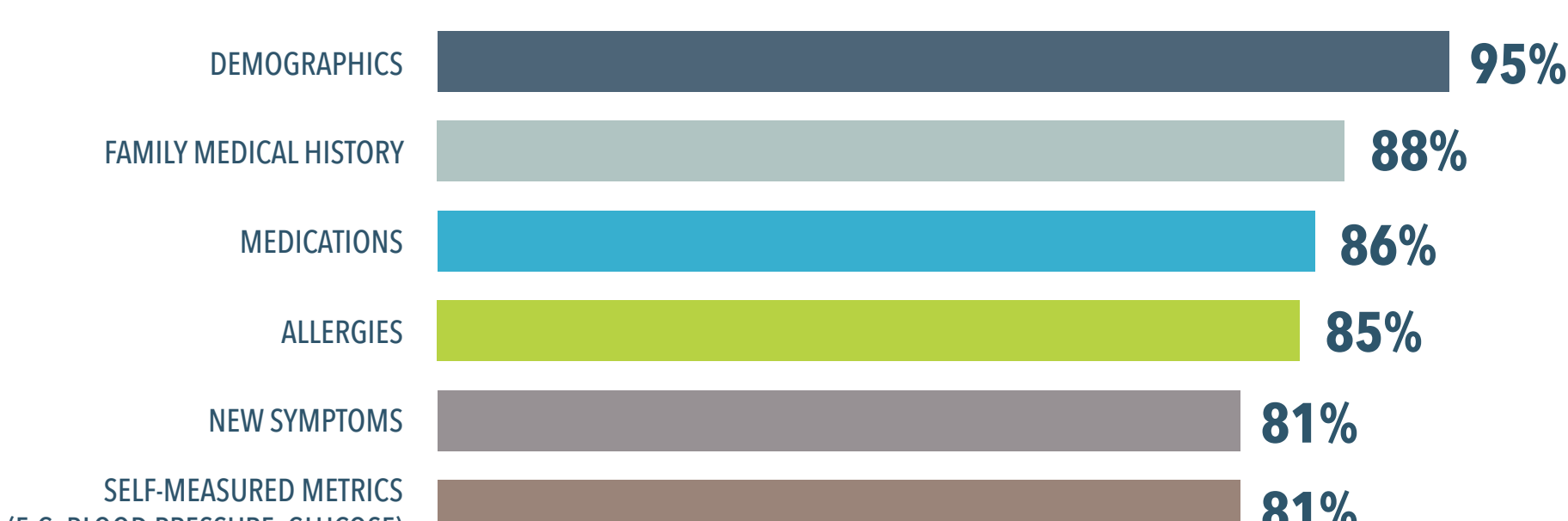
MANY PHYSICIANS SUPPORT PATIENTS UPDATING THEIR HEALTH RECORDS



ABOUT 80% OR MORE HEALTH RECORDS CONTAIN INACCURACIES⁵

Consumers can serve as a second pair of eyes on their data to improve the quality of their EHRs.

The majority of US doctors believe that patients should be able to update some or all of the standard information in their health record, including the following⁷



ONLINE ACCESS BOOSTS PATIENT RETENTION



say that having online access to their medical records has had a positive effect on their decision to stay with their physicians⁸



would be willing to switch doctors to gain online access to their own electronic medical records.⁹

2.6x

Kaiser Permanente patients with online access to key components of the electronic health record's patient portal, My Health Manager, are 2.6 times more likely than nonusers to remain Kaiser members.²³

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.¹⁹

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