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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.



2020 Virtual Advocacy Event

A Look at Online Health Records

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Be Active. Be Heard. Make a Difference.

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!

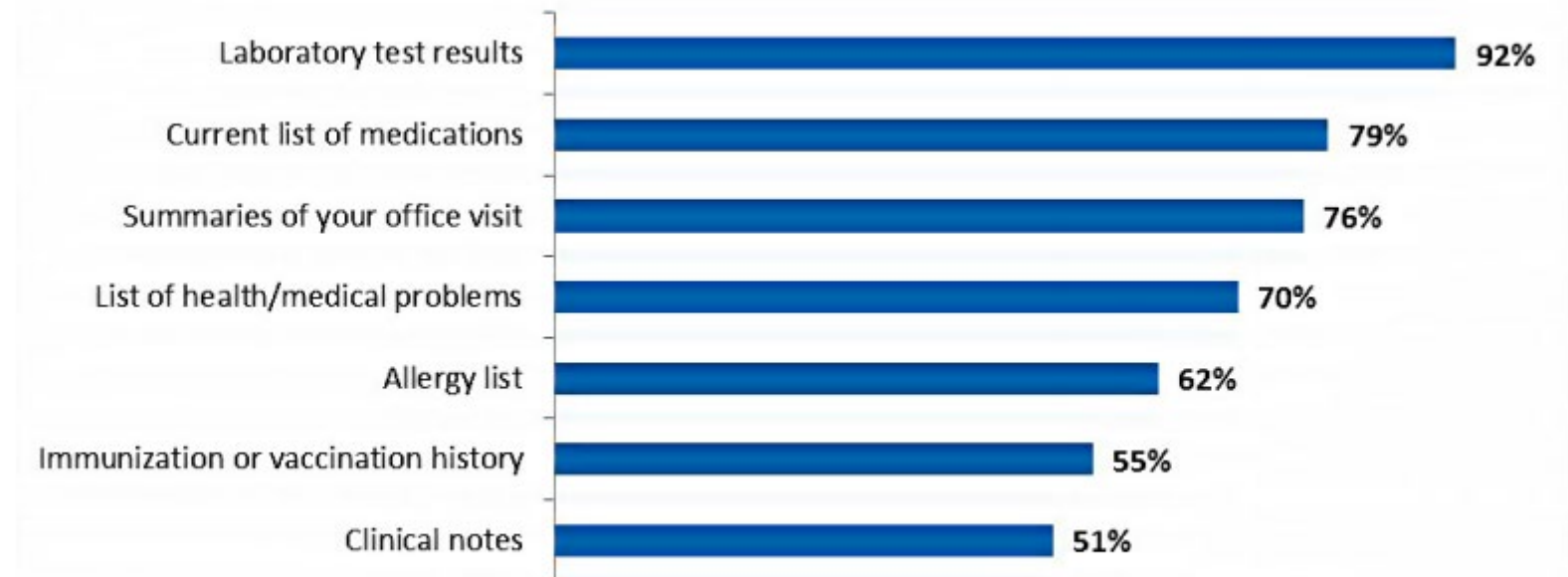


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The Office
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¹ [ONC Data Brief 40 \[PDF - 1.7 MB\]](#)

- 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

Figure 6: Types of information reported in individuals' medical record amongst those who were offered and accessed their record, 2017.

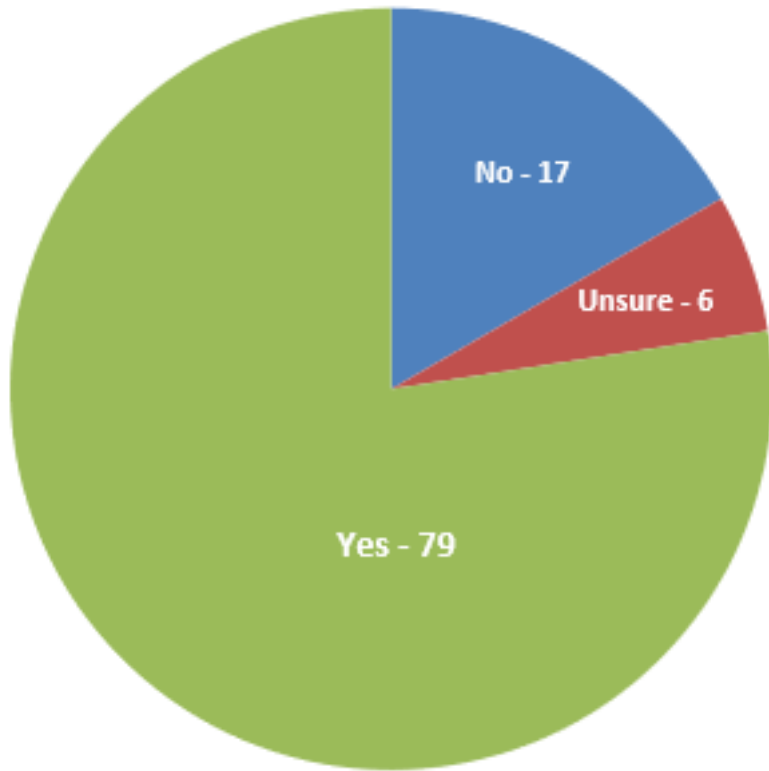


SOURCE: HINTS 5, Cycle 1, 2017.

NOTE: Denominator represents individuals who were offered access to the online medical record and viewed their online medical records at least once within the last year.

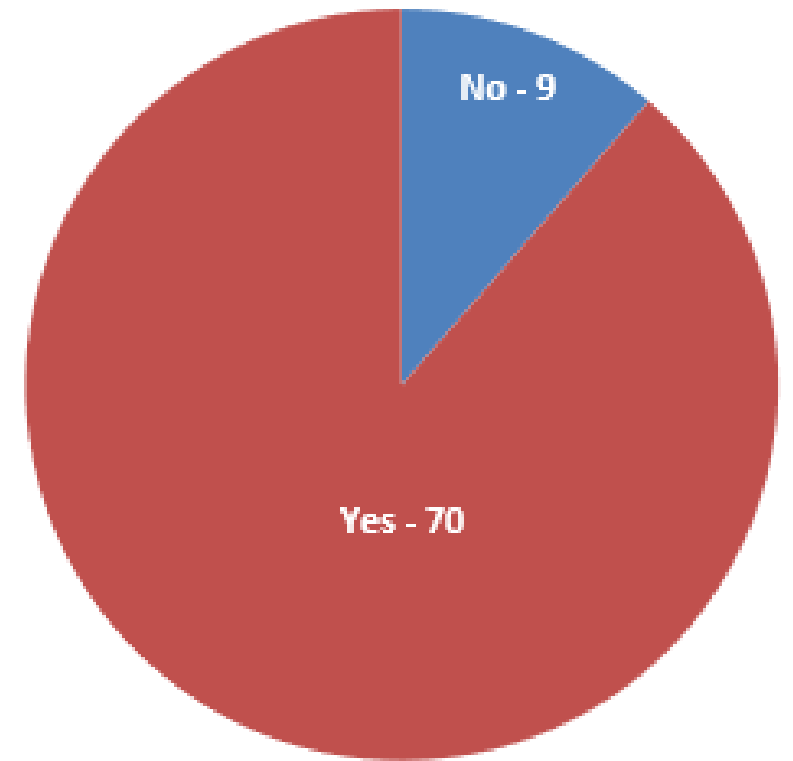
IFFGD Patient Portal Access Online Survey, July 2020

HCP Offers Patient Portal



- **102 Respondents**
- **77% Have Portal Access**
- **89% Actively Use Portal**

Actively Use Portal



IFFGD Patient Portal Access Online Survey, July 2020

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



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



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Thank you!

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