

Introduction

- Patient portal implementation by hospitals allows patients to have access to personal electronic medical records, medication refills, and increased health information
- Many benefits of patient portals have been noted as: increased efficiency within clinical practice, increased capacity for self care by patients, and increased coordination of care between healthcare staff and patients².
- The major problems with patient portals include patient confusion, alienation of impoverished patients and older patients, and privacy and data concerns¹.
- MyTruHealth is the patient portal system established at Truman Medical Center.

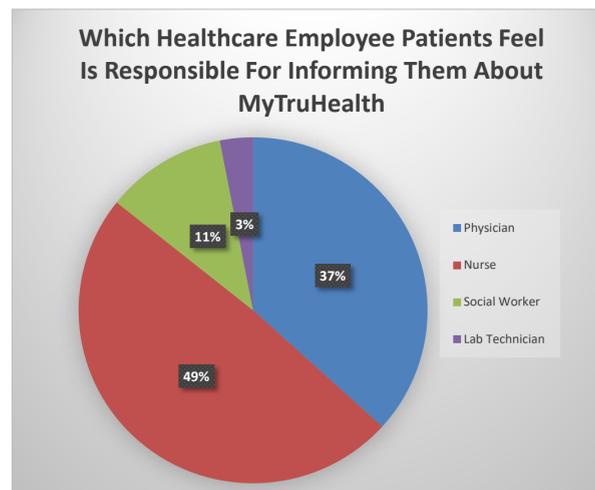
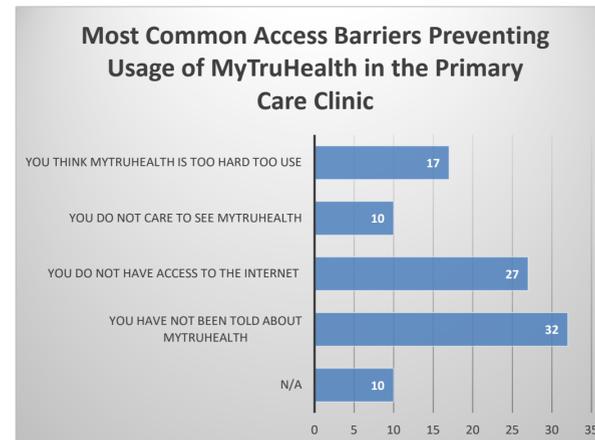
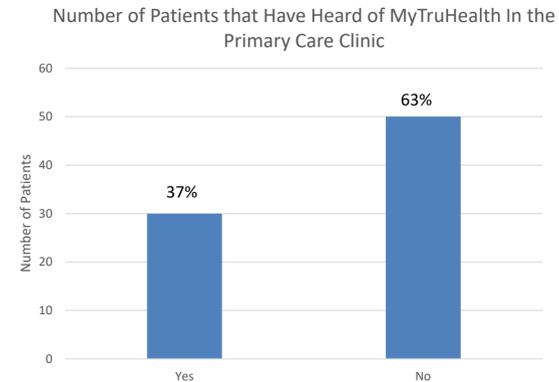
Methodology

- Created a seven question, multiple choice survey.
- Patients were voluntarily asked to complete the survey.
- The survey was distributed in three adult Primary Care Clinics at Truman Medical Center during the check-in process.
- The survey was distributed in an Infectious Disease HIV clinic at Truman Medical Center by a physician in the patient room during the encounter.
- The data was collected and analyzed for demographics, including age and gender, along with usage rate, common access barriers, and responsibility of communication.

References

1. Zarcadoolas, Christina et al. "Consumers' Perceptions of Patient-Accessible Electronic Medical Records." Ed. Gunther Eysenbach. Journal of Medical Internet Research 15.8 (2013): e168. PMC. Web. 29 Apr. 2018.
2. Miller Jr, David P et al. "Primary Care Providers' Views of Patient Portals: Interview Study of Perceived Benefits and Consequences." Ed. Gunther Eysenbach. Journal of Medical Internet Research 18.1 (2016): e8. PMC. Web. 29 Apr. 2018.
3. Shah, Patel, Dall. (2018, May). *The Implementation of Patient Portals and its Effect on Patient Health*. Poster presented at Quality Improvement/Patient Safety, Kansas City, MO, USA.

Results



Conclusion

- 37% of patients in the Primary Care Clinic at Truman Medical Center have heard about the MyTruHealth patient portal system.
- 45% of patients in the Infectious Disease HIV Clinic at Truman Medical Center have heard about the MyTruHealth patient portal system.
- In both the Primary Care Clinics and Infectious Disease HIV Clinic at TMC, over 50% of patients have never been informed about MyTruHealth.
- Of the 37% of patients that have heard about MyTruHealth in the Primary Care Clinic, only 23% of them have used the system.
- Of the 45% of patients that have heard about MyTruHealth in the Infectious Disease HIV Clinic, 90% of them have used the system.
- The most common access barriers preventing the use of MyTruHealth in the Primary Care Clinic is lack of knowledge about the system, followed by the inability of internet access.
- The most common access barriers preventing the use of MyTruHealth in the Infectious Disease HIV clinic is the inability to access internet, followed by both the lack of knowledge of MyTruHealth and difficulty navigating MyTruHealth.
- 49% of patients in the Primary Care Clinic believe it is the responsibility of the nurse to tell them about MyTruHealth, and only 37% of patients believe it is the responsibility of the physician.
- Whereas, in the Infectious Disease HIV Clinic, 57% of patients believe it is the responsibility of the physician to inform them about MyTruHealth and 43% of patients believe it is the responsibility of the nurse.
- *The limitations of this study included a small sample size, as well as only multiple choice surveys were distributed.*

Future Plans

- Analyze clinical outcomes, such as HbA1c, cholesterol, or blood pressure, between patients who use MyTruHealth versus patients who do not use MyTruHealth .
- Implement methods that will increase efficiency and effectiveness of patients and staff using the patient portals, such as a MyTruHealth phone app or placing kiosks in clinics.