MyGroupHealth Web Portal and Shared Medical Records with Patients

James D Ralston, MD MPH Group Health Center for Health Studies Seattle, Washington



ghc.org

James D Ralston, MD MPH

Patient Web Portals

- Walled online gardens

 Secure and confidential

 Connect patients and providers

 Electronic messaging
 Medical Records

 Shifts the focus of care away from the
 - physician's office



Some Patient Web Portals

- Palo Alto Medical Foundation
- Beth Israel Deaconess
- Partners Healthcare
- Geisinger
- Kaiser Permanente
- Dartmouth-Hitchcock
- Group Health Cooperative





About Group Health

- Member-governed, not-forprofit, integrated financing and care delivery system
- 560,000 patients
- 860 medical staff
- 25 medical offices, 2 hospitals
- Washington and Idaho
- Contracts with 6,130 physicians in Washington





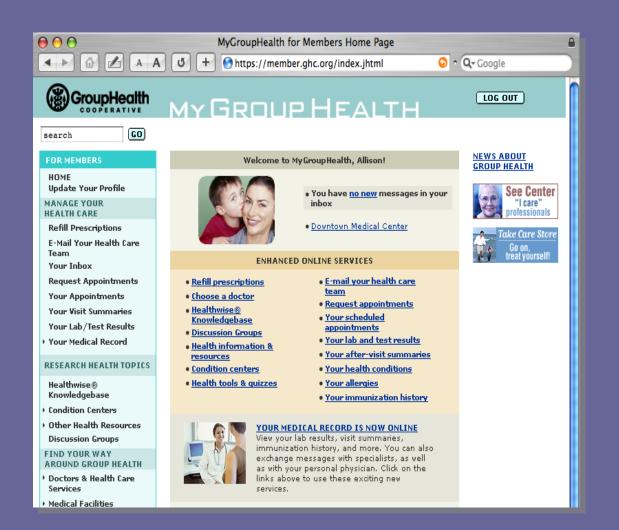






MyGroupHealth Web Services

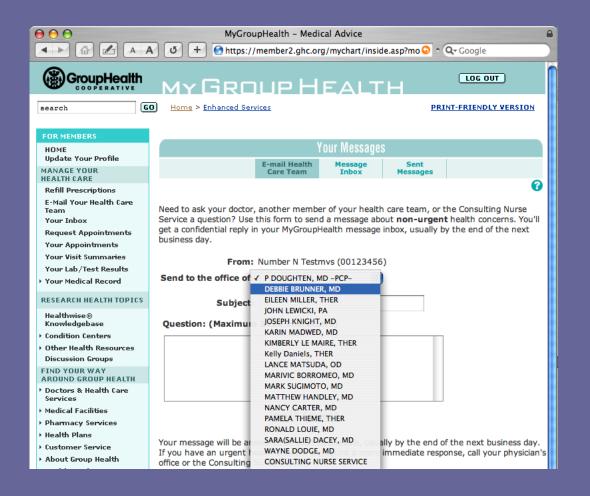
- Refill Prescriptions
- Secure
 Messaging
- After VisitSummaries
- Record Access
- Appointment
 Scheduling





Secure E-mail Access

Patients can send secure e-mail to providers they have seen at Group Health.

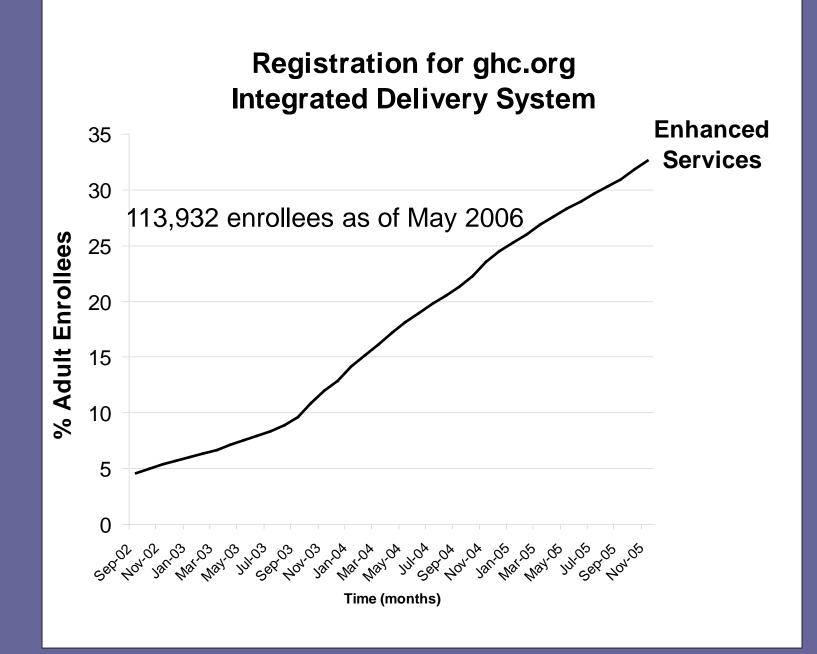




Test Results with Charting

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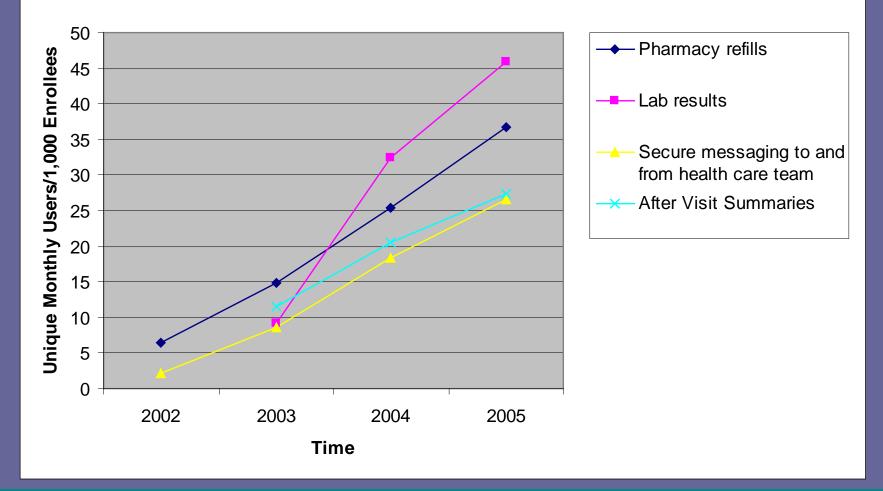






GroupHealth

The Four Most Used Services







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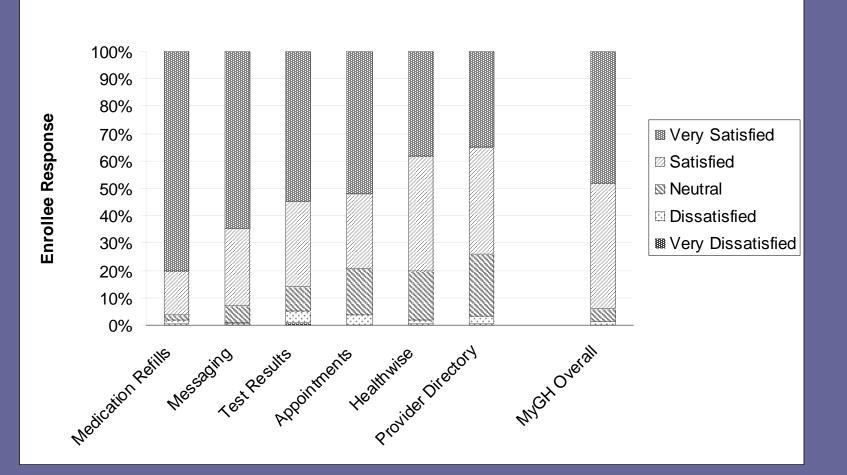
Typical Online Patient in 2004

- 51-year old woman managing multiple chronic conditions
- Has a PCP with ≥ 20% all patient encounters through electronic messaging





How Satisfied Are You With the Following Services?





Take Home Points

- Patient portals connect patients and providers over the Web
- Same patients use MyGH portal as use other healthcare services.
- Use and satisfaction of MyGH portal is greatest for services actively part of care







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