

# MyGroupHealth Web Portal and Shared Medical Records with Patients

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# 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

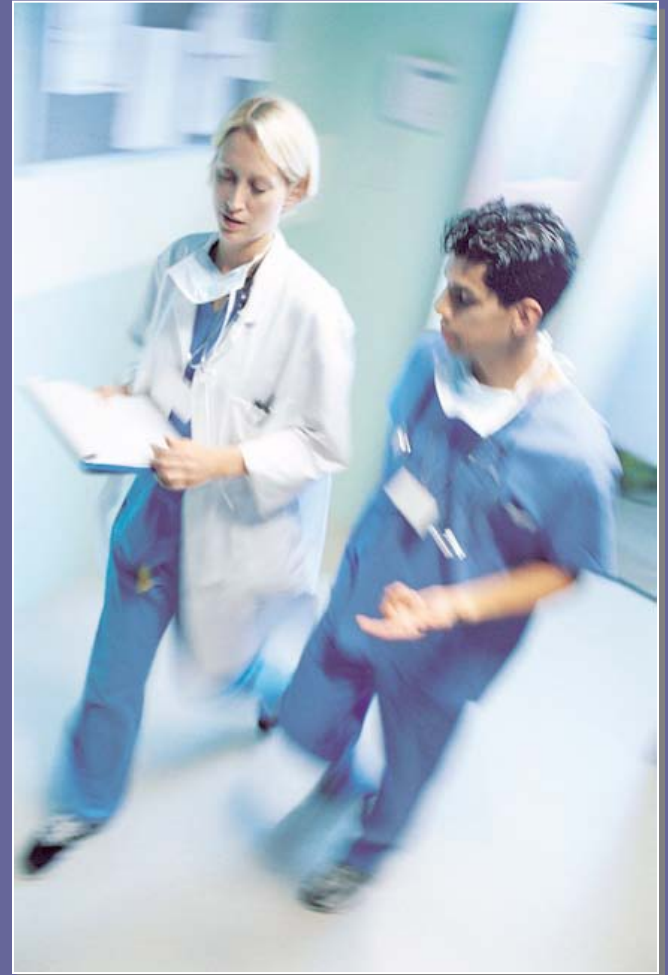
# Some Patient Web Portals

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



# About Group Health

- Member-governed, not-for-profit, 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





SIPRESS

*"Your appointment with the doctor is at eleven-fifteen,  
but his appointment with you is at twelve-fifteen."*

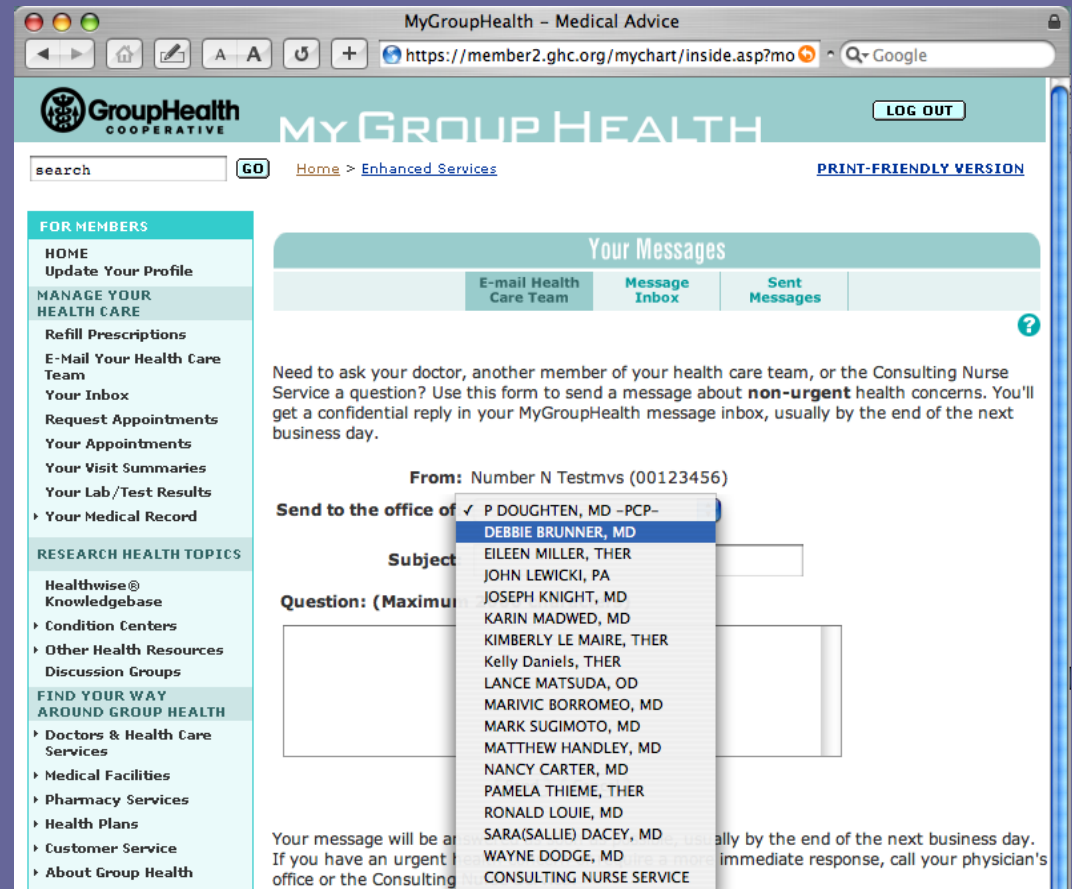
# MyGroupHealth Web Services

- Refill Prescriptions
- Secure Messaging
- After Visit Summaries
- 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

**FOR MEMBERS**

**HOME**  
Update Your Profile

**MANAGE YOUR HEALTH CARE**  
Refill Prescriptions  
E-Mail Your Health Care Team  
Your Inbox  
Request Appointments  
Your Appointments  
Your Visit Summaries  
Your Lab/Test Results  
Your Medical Record  
Your Health Coverage

**RESEARCH HEALTH TOPICS**  
Healthwise® Knowledgebase  
Condition Centers  
Other Health Resources  
Discussion Groups

**FIND YOUR WAY AROUND GROUP HEALTH**  
Doctors & Health Care Services  
Medical Facilities  
Pharmacy Services  
Health Plans  
Customer Service  
About Group Health  
Health Products  
Northwest Health Magazine  
Classes & Events

**Your Medical Record**

After-Visit Summaries | Lab & Test Results | Current Health Conditions | Allergies | Immunization History

**ABOUT THIS SERVICE**

New feature! If you see these buttons at the page bottom -- View Line Graph and Table -- you may choose how to view your test result components. Only certain results are displayed in graphs.

Test: ELECTROLYTES [80004.001]

Order Number: 127112    Quantity: 1  
Sample:    Date Collected: 4/12/2004 1:35 PM  
Result Status: Edited    Resulted Date: 4/13/2004 9:16 AM  
Provider Status: Ordered

**Component Results**

Select	Component	Value	Flag	Low	High
<input checked="" type="checkbox"/>	SODIUM	140		135	145
<input checked="" type="checkbox"/>	POTASSIUM	5.5	H	3.5	5.2
<input checked="" type="checkbox"/>	CHLORIDE	100		97	108
<input checked="" type="checkbox"/>	CARBON DIOXIDE	30		22	30

Select All    View Line Graph    View Table

**Result Comments**

Component	Comment
POTASSIUM	!CORRECTION: K incorrectly reported as 5.0 on 04-12-04 14:49.

**MyGroupHealth - Lab Result Charting and Graphing**

Here are the test components you selected. You may change this display to:

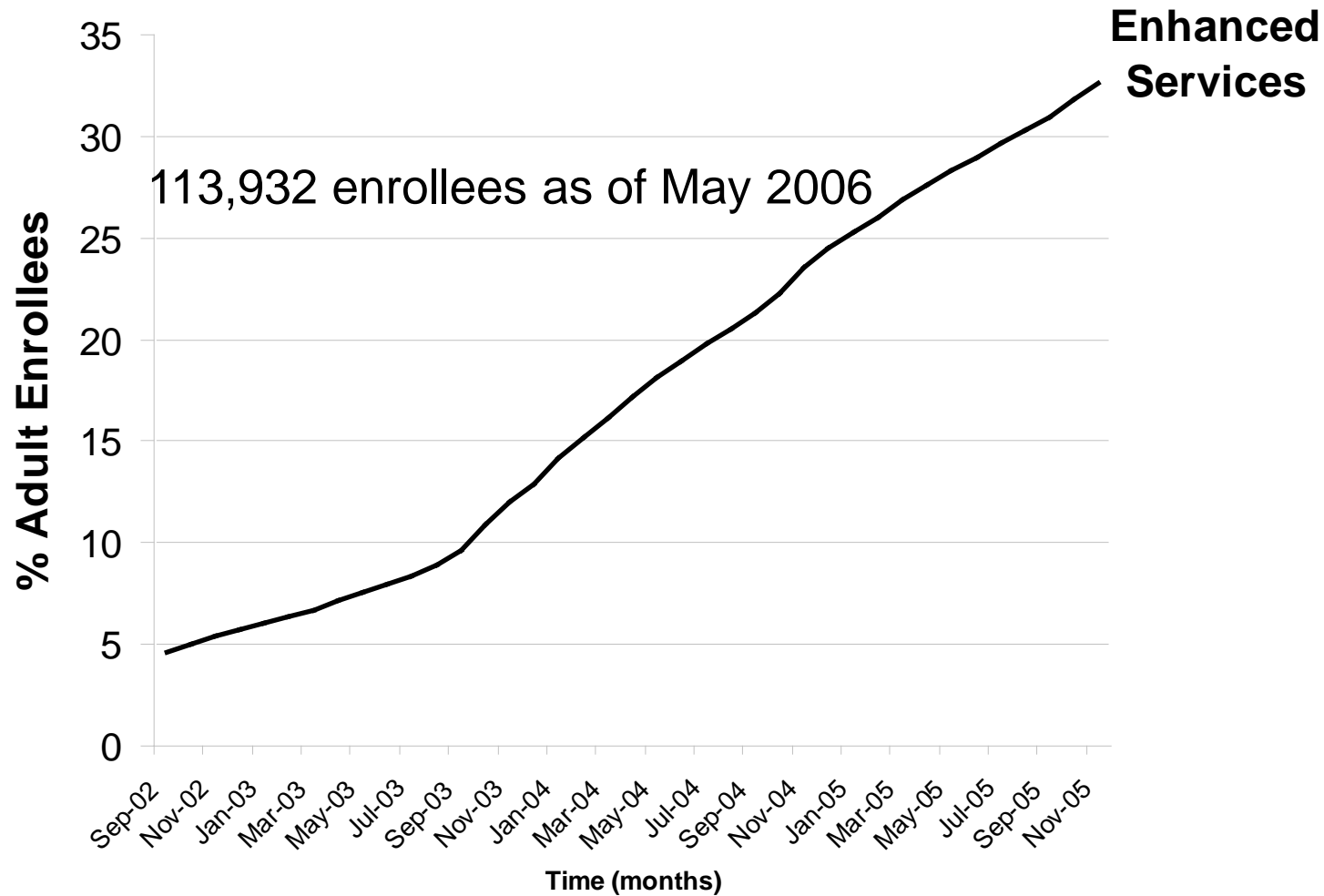
- Show different components from this test result. Click on [select other result components to view](#).
- Show components from earlier tests. Type in the number of test results or a date range. Click View.
- Switch type of display. Choose Table, Line Graph, or Bar Graph.

Show components from earlier tests:  most recent tests  
C from 6/22/2003 to 6/21/2004 View

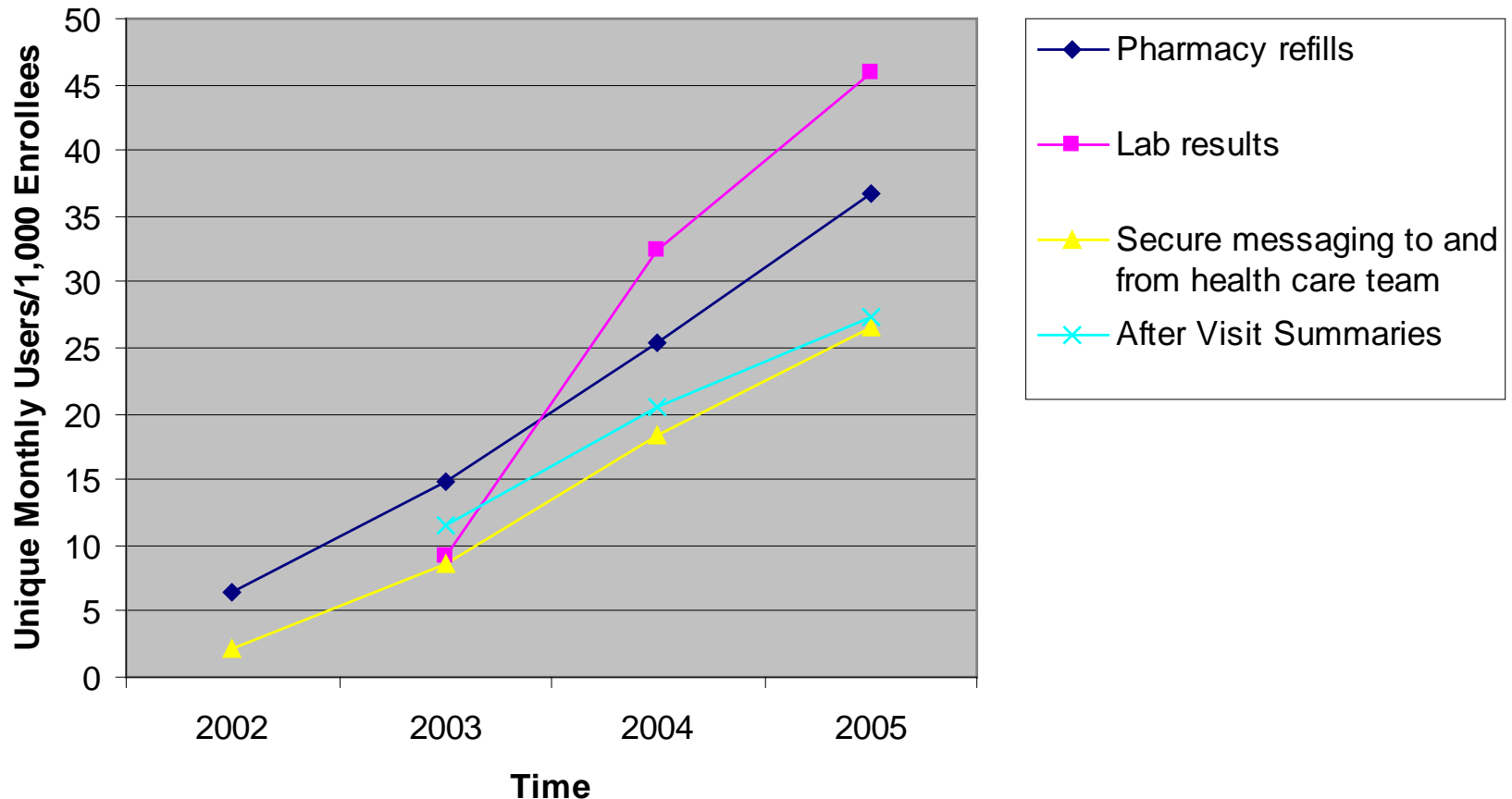
Table    Line Graph    Bar Graph



## Registration for ghc.org Integrated Delivery System



# The Four Most Used Services





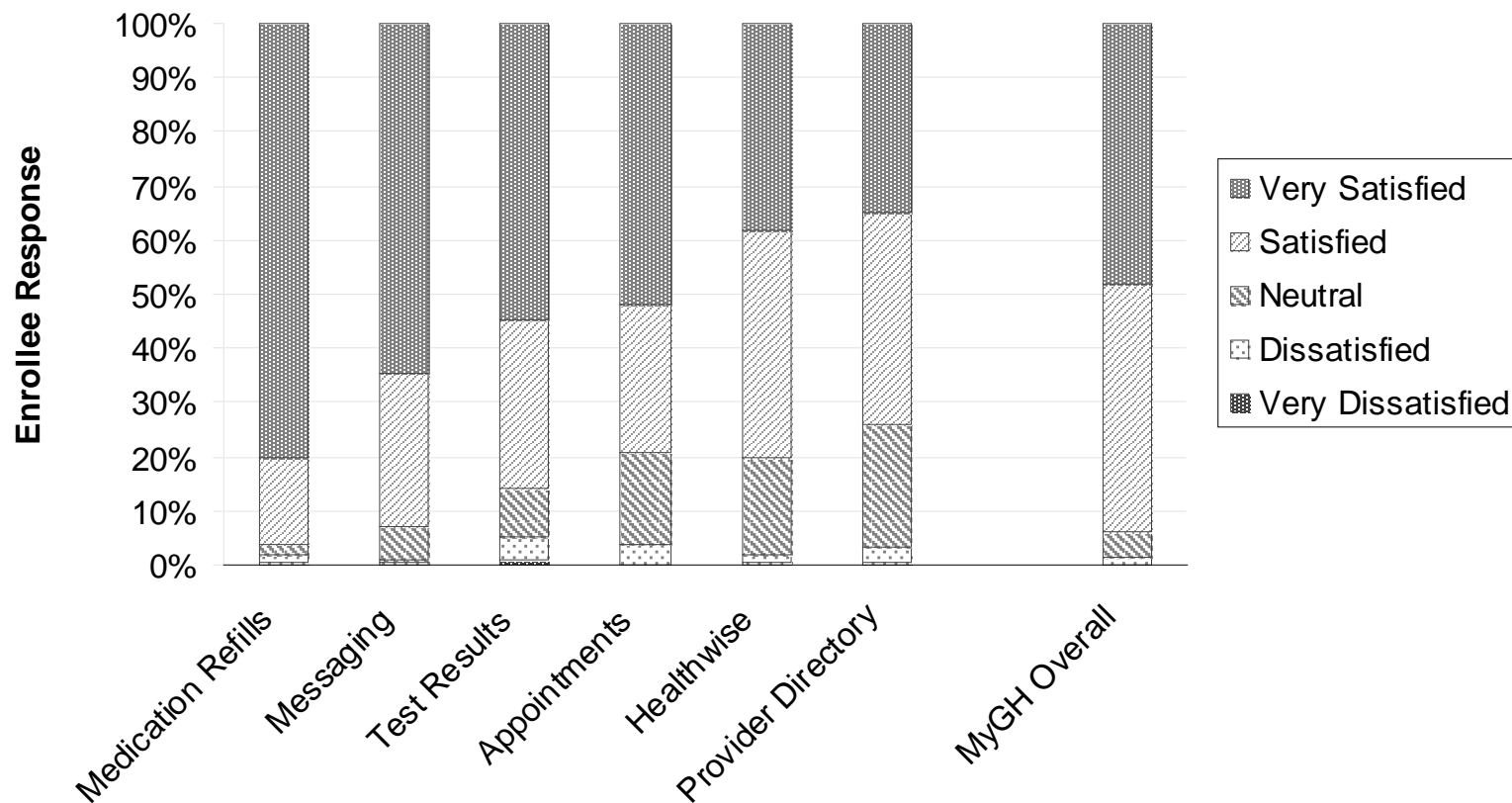
*"O.K., step away from the laptop and hold up  
your end of the conversation."*

# Typical Online Patient in 2004

- 51-year old woman managing multiple chronic conditions
- Has a PCP with  $\geq 20\%$  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



**Good health.**

