MyGroupHealth Web Portal and Shared Medical Records with Patients

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

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

**Test:** ELECTROLYTES [80004.006]

- **Order Number:** 127112
- **Sample:** 1
- **Date Collected:** 12/10/2004 1:05 PM
- **Result Status:** Edited
- **Resulted Date:** 12/10/2004 9:36 AM
- **Provider Status:** Ordered

### Component Results

<table>
<thead>
<tr>
<th>Component</th>
<th>Value</th>
<th>Low</th>
<th>High</th>
</tr>
</thead>
<tbody>
<tr>
<td>SODIUM</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>POTASSIUM</td>
<td></td>
<td>3.5</td>
<td>5.2</td>
</tr>
<tr>
<td>CHLORIDE</td>
<td></td>
<td>97</td>
<td>108</td>
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<tr>
<td>CARBON DIOXIDE</td>
<td></td>
<td>36</td>
<td></td>
</tr>
</tbody>
</table>

Select All  | View Line Graph | View Table

### Result Comments

- **Component:** POTASSIUM
  - **Comment:** CORRECTION: K incorrectly reported as SI on 08-12-04 14:16.
Registration for ghc.org
Integrated Delivery System

Enhanced Services

113,932 enrollees as of May 2006
The Four Most Used Services

Pharmacy refills
Lab results
Secure messaging to and from health care team
After Visit Summaries
"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?

- Medication Refills: 90% Very Satisfied, 80% Satisfied, 70% Neutral
- Messaging: 90% Very Satisfied, 80% Satisfied, 70% Neutral
- Test Results: 90% Very Satisfied, 80% Satisfied, 70% Neutral
- Appointments: 90% Very Satisfied, 80% Satisfied, 70% Neutral
- Healthwise: 90% Very Satisfied, 80% Satisfied, 70% Neutral
- Provider Directory: 90% Very Satisfied, 80% Satisfied, 70% Neutral
- MyGH Overall: 90% Very Satisfied, 80% Satisfied, 70% Neutral
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.