

MyGroupHealth Web Portal and Shared Medical Records with Patients

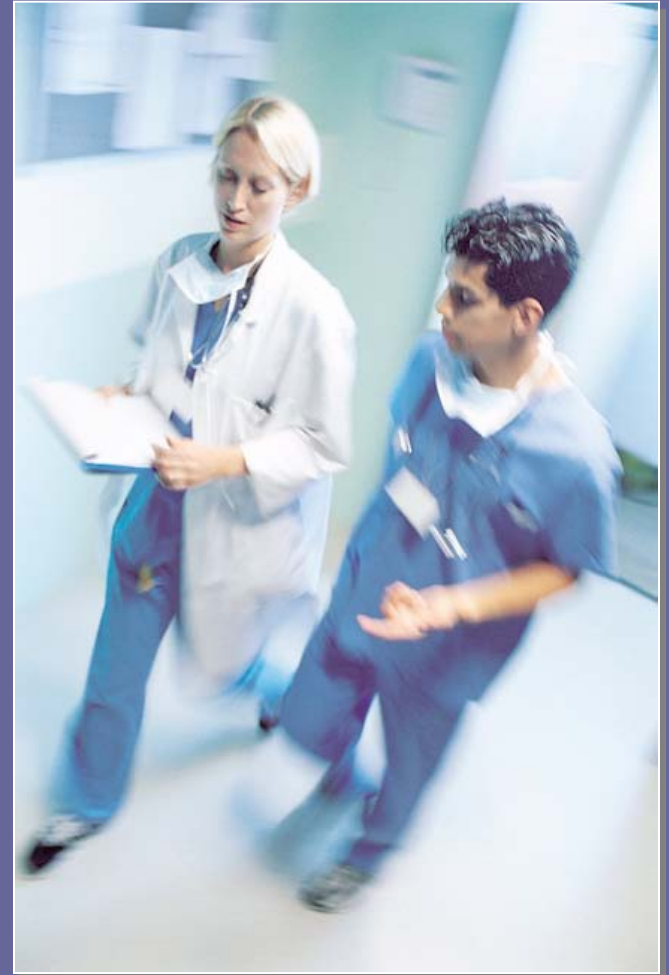
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Patient Web Portals

- 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

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

MyGroupHealth for Members Home Page

https://member.ghc.org/index.jhtml

GroupHealth COOPERATIVE MY GROUP HEALTH

LOG OUT

search GO

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

RESEARCH HEALTH TOPICS

- Healthwise® Knowledgebase
- Condition Centers
- Other Health Resources
- Discussion Groups

FIND YOUR WAY AROUND GROUP HEALTH

- Doctors & Health Care Services
- Medical Facilities

Welcome to MyGroupHealth, Allison!

NEWS ABOUT GROUP HEALTH

- See Center "I care" professionals
- Take Care Store: Go on, treat yourself!

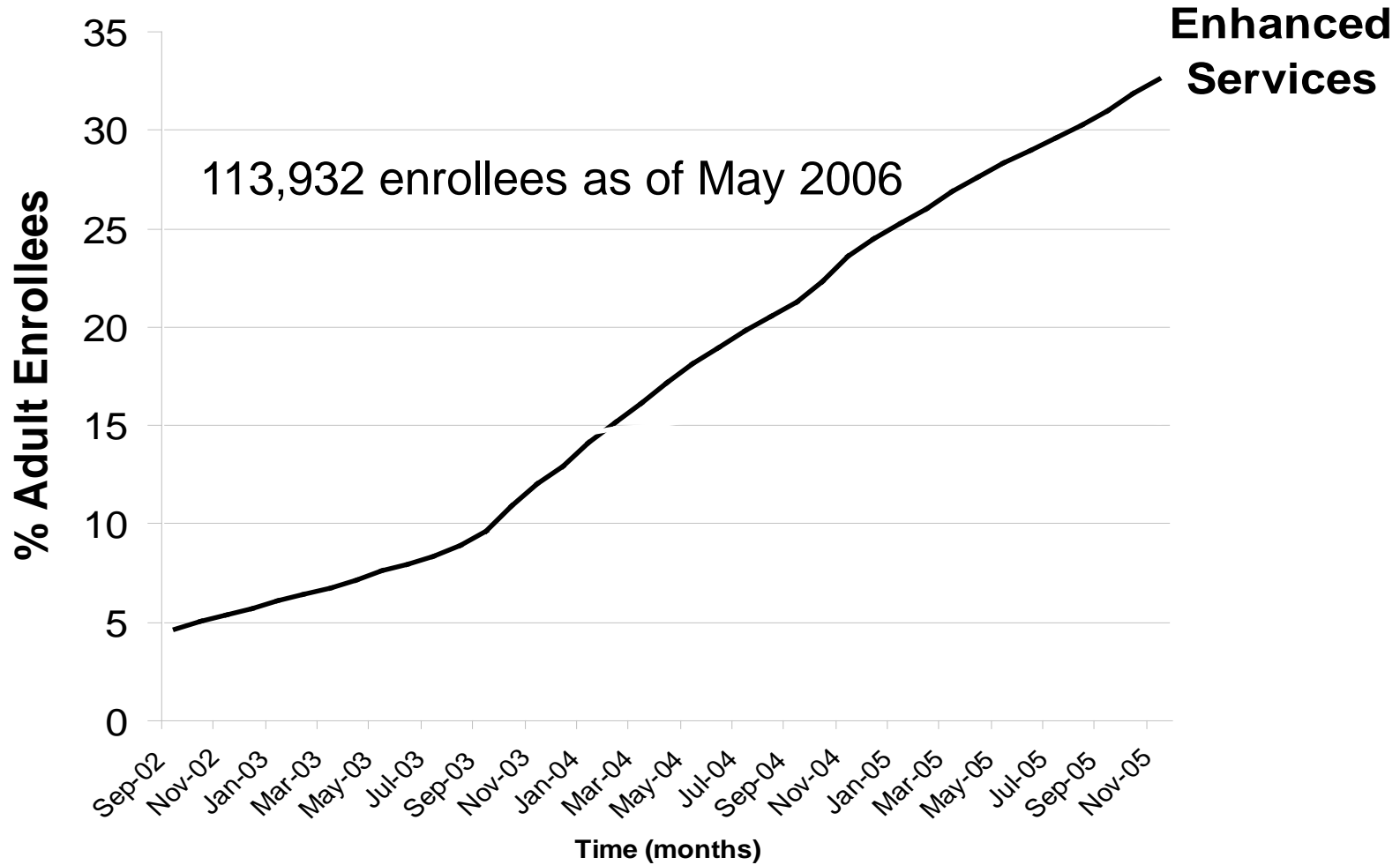
ENHANCED ONLINE SERVICES

- Refill prescriptions
- Choose a doctor
- Healthwise® Knowledgebase
- Discussion Groups
- Health information & resources
- Condition centers
- Health tools & quizzes
- E-mail your health care team
- Request appointments
- Your scheduled appointments
- Your lab and test results
- Your after-visit summaries
- Your health conditions
- Your allergies
- Your immunization history

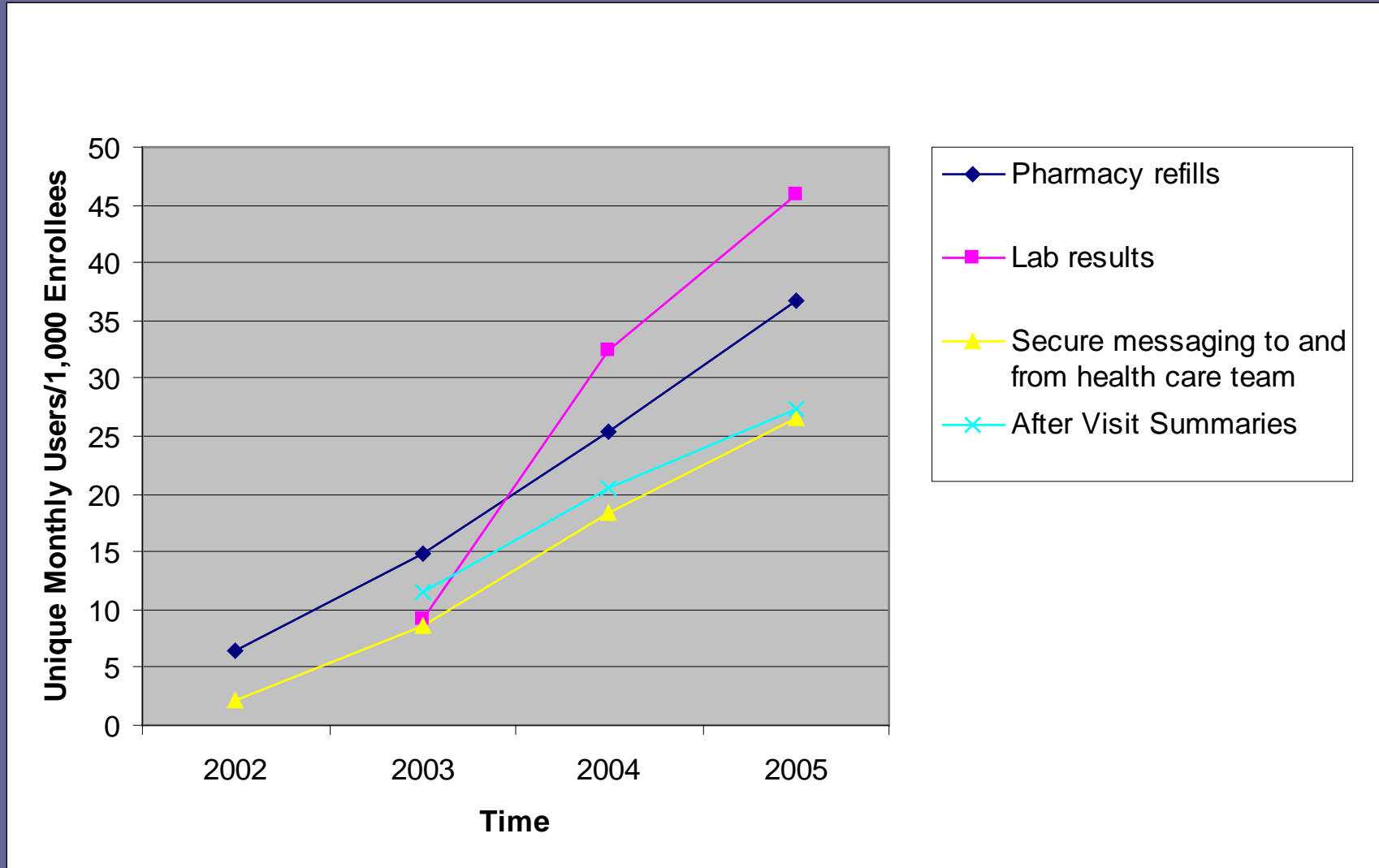
YOUR MEDICAL RECORD IS NOW ONLINE

View your lab results, visit summaries, immunization history, and more. You can also exchange messages with specialists, as well as with your personal physician. Click on the links above to use these exciting new services.

Registration for ghc.org Integrated Delivery System



The Four Most Used Services



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



Patients Who Message with Providers

Patient Characteristics	OR	95% CI		p
Age, years				
18-35	0.93	(0.87,	0.99)	0.03
36-50	1.00			
51-65	1.03	(0.98,	1.08)	0.21
> 65	0.62	(0.58,	0.67)	0.00
Clinical need				
None	0.31	(0.28,	0.35)	0.00
Very low	1.00			
Low	1.38	(1.26,	1.51)	0.00
Moderate	2.89	(2.66,	3.14)	0.00
High or Very High	4.49	(4.09,	4.93)	0.00
Insurance				
Commercial	1.00			
Medicaid	0.80	(0.68,	0.96)	0.01
Medicare	0.98	(0.90,	1.07)	0.65

Patients who message with providers

Patient Characteristics, continued	OR	95% CI	p
PCP's messaging use with other patients			
10% of outpatient encounters or less	1.00		
between 10% and 20%	1.21	(1.07, 1.37)	0.00
between 20% and 50%	1.94	(1.70, 2.22)	0.00

Take Home Points

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

Good health.

