

Factors that Influence Successful Use of a Patient Portal

Narrator: Welcome to Health IT Spotlight from the Agency for Healthcare Research and Quality. Web-based patient portals have the potential to facilitate patient involvement in managing their health care and deliver information to help patients better manage their health. Dr. Jessica Taha studied patients' abilities to navigate the technology and use this information in a meaningful way. Dr. Taha...

Taha: My project examined the ability of 107 adults, ages 40 to 85, to use a patient portal to perform common health management tasks. I found that older adults, age 60 to 85, had more difficulty using the patient portal than middle-aged adults, age 40-59. Age, cognitive abilities, health numeracy, and Internet experience influenced successful use of the portal. Health IT applications should be designed so that people of all ages can successfully use and benefit from them.

Narrator: To learn more about the project, visit healhit.ahrq.gov. This has been a production of the U.S. Department of Health and Human Services