



# Patient Portals: Online access but are we ready?


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1

## Col Disclosure



I do not have an affiliation (financial or otherwise) with a pharmaceutical, medical device or communications organization.

Cathy MacLean is paid as faculty at the USask.

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2



## Objectives

At the end of this session, participants will be able to:

- ▶ describe the rationale for increased access to health information for patients and examples of systems that provide it
- ▶ discuss legal, ethical and clinical implications for practice focusing on changes needed to facilitate safe and effective access to information
- ▶ list strategies to enhance patients' experience of their primary health care when accessing their data online

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3

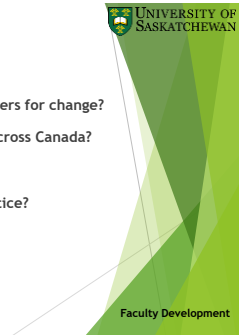


## Introductions

4

## Agenda

- ▶ Brief Literature Review- What are the drivers for change?
- ▶ Environmental Scan - What is happening across Canada?
- ▶ What are the issues we need to consider?
- ▶ What strategies can we implement in practice?
- ▶ Next Steps



5

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6



## What are the main messages?

- ▶ This is the direction patients want
- ▶ Physicians overestimate the negative consequences
- ▶ Shared Decision Making



7

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8



## What is happening in your part of the country?

- ▶ Take a few minutes and share what is the current state of patient portal access in your community/region/province
- ▶ Describe the good/the bad and the ugly

9

## Think/Pair/Share/Square:

Think on your own for one min - what are your reactions and what challenges? When you are ready stand.

Then find someone else standing and share your thoughts.

Then find another couple - move around and discuss in groups of four.

10



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## Cross Canada check up

- ▶ Some provinces have not yet ventured into patient portal access
- ▶ Complete mixed bag of approaches
- ▶ Immediate access to results ie in "real-time" vs built-in delay
- ▶ Primary care patients vs specialty inpatient or cancer care
- ▶ Pathology results included or not
- ▶ Linked to EMR but many are not
- ▶ May include specialist's notes
- ▶ Some require physicians to administer ie sign up patients but many do not
- ▶ No compensation has followed changes
- ▶ Very little focus on physician training except for when specialists notes are available on patient portal - "to use professional standards"

11

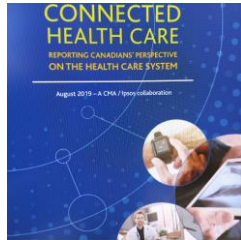
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12



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13

**Issues to consider:**

- ▶ Legal
- ▶ Ethical
- ▶ Clinical
  - team implications
  - patient education
  - shared decision making
- ▶ Economic
- ▶ Others?

14

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15

**What have you implemented?**

**At your tables – share what your experience has been with the implementation of patient portals and what helped**

**Group debrief - report on anything new that you have not heard from another table; one idea per go around**

16

## Strategies to improve patients' experience:

- ▶ When discussing about tests to order
- ▶ When reviewing possible outcomes
- ▶ When follow up is required
- ▶ To address phone calls and front staff training
- ▶ Same day appointments/ capacity for fit ins/ open access
- ▶ Use of other providers/team approaches
- ▶ On call
- ▶ CMPA implications
- ▶ Others?

17

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18



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## Next steps?

*Failing to prepare is preparing to fail.*  
John Wooden

19

## Faculty Development/CME


1. Should we train Family Medicine Residents around this new reality?
2. Should there be CME courses to improve our approach?

Debate at your tables and then we will do a quick poll.

20




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**What will you take back?  
Do differently?**

Take a minute and write it down.




21



**Summary**

What we covered:

- ▶ The rationale for increased access to health information for patients
- ▶ Examples of patient portals approaches across Canada
- ▶ Legal, ethical and clinical implications for practice focusing on changes needed to facilitate safe and effective access to information
- ▶ Strategies to enhance patients' experience of their primary health care when accessing their data online




22



23

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Thanks!




24

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25

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26

27