

## THE VALUE OF CONSUMER ACCESS & USE OF ONLINE HEALTH RECORDS

Giving individuals easy and secure access to their health information increases patient engagement and advances person-centered health.



### INDIVIDUALS NEED ACCESS TO THEIR FULL HEALTH RECORDS TO ADDRESS INFORMATION GAPS

#### 1 IN 3 INDIVIDUALS

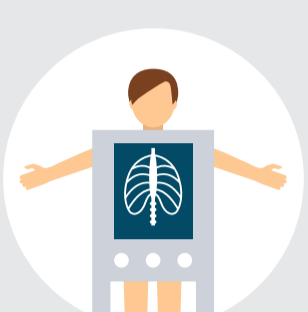
who have seen a health care provider in the last year experienced at least one of the following gaps in information exchange.<sup>1</sup>



Had to bring an X-ray, MRI, or other type of test result with them to the appointment.



Had to wait for test results longer than they thought reasonable.



Had to redo a test or procedure because the earlier test results were not available.



Had to provide their medical history again because their chart could not be found.



Had to tell a health care provider about their medical history because they had not gotten their records from another health care provider.

### INDIVIDUALS CAN SERVE AS THE HUB OF INFORMATION EXCHANGE

In a given year, the average Medicare patient visits...



### INDIVIDUALS VALUE ONLINE ACCESS TO THEIR HEALTH RECORDS



**7 IN 10** individuals **VALUE ONLINE ACCESS** to their health records.<sup>1</sup>



### INDIVIDUALS ARE ENGAGING WITH THEIR HEALTH RECORDS ONLINE

**MORE THAN HALF** (55%) of individuals who were offered access **VIEWED THEIR RECORD** within the past year.<sup>1</sup>



**6 IN 10** individuals with online access say it improves their desire to **DO SOMETHING ABOUT THEIR HEALTH.**<sup>3</sup>

*The more frequently individuals access their health information online, the more they report that it motivates them to do something to improve their health.<sup>3</sup>*

Individuals are using their online access to address information gaps and manage their health.<sup>1</sup>



**67%**  
Used it to monitor their health



**33%**  
Shared it with someone else



**35%**  
Downloaded it



**12%**  
Sent it to an app/PHR

### AGE IS NOT A FACTOR

**67%**



67% of U.S. adults **AGE 65 & OLDER** say that accessing their medical information online **is important.**<sup>4</sup>

*Individuals use of online medical records doesn't vary by age, setting (rural vs. urban) or race.<sup>5</sup>*

*The OpenNotes study showed that patients who access their medical records online feel more in control of their care and are more likely to take their medications as prescribed.<sup>6</sup>*

For more information about efforts to empower individuals with their online health records visit [www.HealthIT.gov/bluebutton](http://www.HealthIT.gov/bluebutton).



#### SOURCES

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