

The Impacts of Patient Portal on Patients, HA and the Community

By

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Thanks to the Hospital Authority (HA) for developing the eHR System

- A patient's complete record
- Enables doctors and nurses to know the history of treatments and results of the patient
- By means of the Electronic Health Record Sharing System (eHRSS 醫健通), it allows private doctors to view the medical history and relevant lab results of the patients in HA hospitals
- Thus reducing duplicate testings.

Glad to see the Patient Portal:

HA GO

- Thanks to Dr. NT Cheung, Vicky and their team to develop the Patient Portal: HA GO
- It is a very good start, though a bit primitive at the beginning

What is a Patient Portal?

- A patient portal is a secure online website that gives patients convenient, 24-hour access to personal health information from anywhere with an Internet connection
- We can use computer, tablet or smartphone to access it

Functions in a Patient Portal 1

Passive Records:

1. Visit Summaries, including past and future visits
2. Discharge summaries
3. Medical history, including allergies, immunizations, and medicines
4. Lab results, including blood-taking, ultra sound, X-Ray, CT, Pet and Bone Scans, etc.
5. Prescriptions, advised taking schedules and setting alarms

Functions in a Patient Portal 2

Interactive Communications:

6. Update contact information
7. Schedule non-urgent appointments
8. Securely message your doctor
9. Request Referrals
10. Request prescription refills
11. Make payments

Functions in a Patient Portal 3

- 12. Download, complete and submit forms
- 13. Automatic upload of data from blood glucose meter, sphygmomanometer, fitbit, Garmin, etc. to the system
- 14. View educational or communication materials
- 15. Update insurance or check benefits and coverage
- 16. Ask questions through secure e-mail

What is the most important function?

- The Lab Results
- Sphygmomanometer empowers patients to know more about their blood pressure
- Aware of the complications of high blood pressure
- Blood glucose meter empowers diabetic patients to monitor their blood glucose level
- May prevent them from serious diseases and complications
- Lab results empower patients to know their current and past health conditions

What are the impacts of Patient Portal on Patients?

- They become aware of their Lab Results
- They may be anxious when they found data with bad results
- They may want to know how to improve the results, which means improving their health conditions
- They may challenge themselves to make improvements to get well quickly
- They need to know more about these data
- Stimulates them to use Patient Portal more

What are the impacts on HA 1

- Encourages greater involvement
- Potential for earlier treatment
- HA needs to offer courses, seminars or workshops for patients
- Patients know more about their conditions
- ✓ More willing to follow doctors advices
- ✓ More disciplined
- ✓ Try to avoid their diseases to be more serious
- ✓ Vigilant on their data, hence their own health

What are the impacts on HA 2

- Reduces calls and appointments from patients wanting to know their test results
- Less admission of patients
- Shorter waiting queues
- Higher sense of achievements
- Improves patient satisfaction by providing a more convenient way to access their results

What are the impacts on the Community

- More and more seniors may want to use Patient Portal.
- A cheap but versatile mobile phone is indispensable.
- That opens up a business opportunity for mobile manufacturers
- The whole community is well-informed of health and medical knowledge



**Thank you very much
for your attention**