

# UBER Educated Patient

A CIO experience in providing patient access

Reducing Burden

2 Billion Times

# Patient Education

Socrates ----

Books

1990s ---

Ask A Nurse

2000s ---

WebMD

EMR

Patient Portal

Clearinghouse?

# A Story: Access

- Provider Burden

- Increase access  
no education

- MD Calls UP

- 30%

- Provider Relief

- Access with  
Education

- MD Calls DOWN

- 42%

H. R. 4613: Will *increase* provider burden

“Ensuring Patient Access to  
Healthcare Records Act of 2017”.

# Mitigate **Provider** Burden:

## **Questions increase burden**

- Why is the claim different from my medical record?
- What does this mean?
- How can I correct this information that is wrong?
- Dr. why can't you see this?
- Dr. why can't you correct this?

## **Mitigate Burden**

- Patient education with access
- View, download and transmit for patients with education
- Digital access and requests for info (not in writing only)
- Interoperability with provider EMR standards so providers see what patients see and patients understand their care