

## **NR 361 Week 4 Discussion: Your Patient Has a Personal Health Record . . . Now What**

Case Study: A 65-year-old woman has just been diagnosed with Stage 3 non-Hodgkin's lymphoma. She was informed of this diagnosis in her primary care physician's office. She leaves her physician's office and goes home to review all of her tests and lab results with her family. She goes home and logs into her PHR. She is only able to pull up a portion of her test results. She calls her physician's office with this concern. The office staff discussed that she had part of her lab work completed at a lab not connected to the organization, part was completed at the emergency room, and part was completed in the lab that is part of the doctor's office organization.

**The above scenario might be a scenario that you have commonly worked with in clinical practice. For many reasons, patients often receive healthcare from multiple organizations that might have different systems.**

As you review this scenario, reflect and answer these questions for this discussion.

- What are the pros and cons of the situation in the case study?
- What safeguards are included in patient portals and PHRs to help patients and healthcare professionals ensure safety?
- Do you agree or disagree with the way that a patient obtains Personal Health Records (PHRs)?
- What are challenges for patients that do not have access to all of the PHRs? Remember, only portions of the EHRs are typically included in the PHRs.

### **Answer:**

The main goal of implementing technologies such as EHRs is to improve the quality and safety of patient care through benefits such as: improving the accuracy and completeness of patient health information; increasing the speed at which care is provided; enhancing the coordination of care; and increasing transparency of health information for patients and their families. (Hebda et al., 2018). There are great benefits across the board from the general use, consumer use, and the health care team use. One of the major potential benefits of electronic health information is the ability to engage patients in their care and provide venues to access caregivers virtually, using email and web platforms, providing ease and convenience to the patient (Hebda et al., 2018). In this case study it was no different, the client was able to go home and review with family what was explained by her provider to then be able to make an informed decision regarding her care. This allows her to; decrease her wait time for treatment; give her access and control over health