

# True Interoperability MUST Include the Patient



## The Benefits of Including Patients in Your Interoperability Plan

Most of us are aware of the many benefits to patients when they have electronic access to their medical records. Much of what patients do for their health happens outside of clinical settings. When patients can track their health over time and have information and tools to manage their health, they can be more engaged in their health and health care.<sup>1</sup>

### When patients have full access to all their medical records, they:

- Better understand their conditions and how their actions impact their health
- Identify errors in their physicians' records, which increases patient safety
- Become more compliant with their medications
- Confirm and remember next steps
- Are empowered to become an active participant in their care

A study found 84% of EHR notes contained at least 1 error with an average of 7.8 errors per patient<sup>2</sup>

### When patients are able to share their medical records, they:

- Can provide their caregivers with current and complete information
- Reduce costs associated with staff searching for information from other care providers
- Enable caregivers to help coordinate care, thus improving family health management

### When patients respond to health questionnaires from their providers, they:

- Add information the provider might not have
- Provide health assessment information that is valuable to the caregiver
- Inform care providers about issues which impact their ability to follow the care plan

The first step to improving outcomes is knowing the value of fully engaging the patient to gather, share, and contribute to their health records. The second step is to put in place workflows and technologies to get the full benefits of real interoperability - which must include the patient.

At PatientLink, we team up with clinics to understand their needs and goals for gathering and sharing data with patients. For two decades, our innovative technologies have been helping thousands of clinics improve health outcomes and increase patient satisfaction. Our products gather important information from patients and send that information into the Electronic Health Record as structured data. This allows health care providers to be free from data entry to spend more time on patient care.

Our new award winning MyLinks® FHIR® application makes it possible for patients to better manage their care by allowing them to aggregate, and share their records with whomever they wish. Patients will have bi-directional communication with their providers, care team, family, other MyLinks users, and researchers. Fully bringing patients into their own care team will have a tremendous impact on health and health care.

MyLinks is perfect for consumers who want to have their own copy of their medical records, or manage the records of a loved one. It is also ideal for patients recovering at home, for telemedicine, and for those suffering with chronic conditions. Our hope and our goal is to provide patients with the information and connections they need to get well and stay well.

### **MyLinks won First Place in the ONC Consumer Health Data Aggregator Challenge<sup>3</sup>.**

For more information, please visit us at [MyPatientLink.com](http://MyPatientLink.com) and [MyLinks.com](http://MyLinks.com).

#### **References**

1. <https://www.healthit.gov/providers-professionals/faqs/what-are-benefits-personal-health-records>
2. Impact of Electronic Health Record Systems on Information Integrity: Quality and Safety Implications  
[Sue Bowman](#), MJ, RHIA, CCS, FAHIMA
3. <https://www.challenge.gov/prizewire/2017/08/01/success-stories-debi-willis-consumer-health-data-aggregator-challenge>