

PARTNER WITH US ON YOUR HEALTHCARE

Hawai'i Pacific Health continues its commitment to creating a healthier Hawai'i.

Effective 11/2/2020 Information Sharing gives you immediate access to your finalized test results and signed provider notes to inform you about your health.

What is Information Sharing?

Information Sharing refers to the process of giving you immediate access to information in your electronic medical record.

What does this mean for me?

You will have immediate access to all signed provider notes. This includes notes from office visits, hospital admissions and discharges, emergency room visits, and notes related to operations you have had. You will also be able to view notes from physical therapists, nurses, and case managers.

Smartphone and email notifications of new test results will be turned off to prevent you from receiving constant notifications throughout the day and night. These notifications can be turned back on if you choose. You will continue to receive notifications about your COVID result, appointment reminders, and messages from your provider.

Reading your notes may provide you with:

- **A summary** of what your providers heard from you. This is called a history.
- **Details of your exam**, such as your blood pressure, weight, or how your lungs sounded
- **Past test results** your provider used in their assessment
- **Your provider's assessment** about your health, such as possible causes for your symptoms or how you are responding to treatment. This is called the "assessment" or "impression"
- **The treatment plan** your provider discussed with you
- **Next steps in your care**, including tests ordered, follow up appointments and referrals to other providers

You will also have immediate access to finalized test results. This includes blood tests, radiology tests and biopsy reports. If you do not want to see the results, discuss this with your provider at your clinic visit. Sometimes seeing results before talking with your provider is confusing. Plan on talking about your results at your next clinic visit.

Patients who read their notes say they:

- Have improved understanding of their health and medical conditions
- Remember their care plan better and look at their notes to refresh their memory
- Are better prepared for their provider visits
- Feel more in control of their care
- Take better care of themselves
- Take their medications as prescribed more often
- Have better conversations and stronger relationships with their doctors

This is a great opportunity to keep up to date about your health, have meaningful discussions with your health care team, and participate in your health care.

Where can I view my medical information?

The easiest way for you to view your information is in MyChart. If you don't have access to MyChart, contact your provider's office to help you activate your account.

If I don't use MyChart, is this the only way I can look at my medical records?

No. You can also ask your provider or their staff to print out the information for you at your visit or you can contact the Medical Records Department.

Consider asking family members to help you access your MyChart account if you feel comfortable.

You can also give family members permission to access your MyChart account (i.e., proxy); ask your provider's office for help if you are interested.

How can I get the most out of my notes?

You have access to a lot of information. Use this as an opportunity to discuss your care with your provider.

Read your notes after a visit to review what was discussed, including your care plan, medication instructions, and recommendations for tests, referrals, or follow up appointments.

Your notes may contain medical abbreviations which you are not familiar with. For example, "SOB" is a commonly used medical abbreviation for "shortness of breath".

If there are terms you don't understand, ask for further explanation from your provider at your next visit. You can also send a MyChart message or schedule a video or phone

visit. Ask for reliable websites or other resources to help you learn more about your health conditions.

Read your notes between visits to remind yourself of the treatment plan and to remember upcoming tests, procedures or appointments.

Use the note to make a “to do” list for yourself and take it to your visit with your provider or care team.

You may decide to share your note with family, caregivers or others involved in your health. Sharing is a great way to help manage care and to make sure that your entire care team is on the same page.

Before your next visit, read your note to remind yourself about your last conversation with your provider. Write down the questions you would like to ask.

You should also know that Hawai'i Pacific Health is a teaching center for providers in training (e.g., nursing/medical students, residents) since we are committed to making sure there are well-trained doctors to take care of you and your family for years to come. All trainees are closely supervised. You may see differences between the trainee's and their supervisor's notes. If you have questions about a note by a nursing or medical student or resident, reach out to their supervisor.

What should you be aware of when viewing your test results?

Your finalized tests are immediately available to you.

You may see your test results before your provider. Talk to your provider on how they plan to go over these results with you at your clinic visit.

There may be test results in red which are outside the normal range of test values. Not all test results in red are reason to be concerned. Your providers review all test results for your safety.

You may also read medical terms you are not familiar with in radiology, cardiology, and pathology (e.g., biopsy results) reports. If you are concerned about a particular condition (e.g., cancer), share your concerns with your provider and make a plan to touch base if you see the result before your provider.

These results are most useful for patients when they are explained by your provider. Plan on talking about your results at your next clinic visit.

If you do not have an appointment, send a MyChart message or make an appointment with your provider.

Information sharing can keep you informed about your health and have meaningful discussions with your providers.

Partner with us on your health care.

Sharing is caring.

TESTIMONIALS FROM PATIENTS

“I love MyChart. I was able to pull up my note and was able to give him an accurate report of my health history right from my phone.”

“I was able to see the ICU doctor’s notes and verify my dad’s history and home medications. I read that his ICU doctor felt he was already getting better with antibiotics and oxygen. I could also see his COVID-19 test was negative. I felt better and was able to reassure my mom too.”

Hawai‘i Pacific Health

~ Creating a healthier Hawai‘i ~