



## Service Priorities and Programmes Electronic Presentations

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### **Paving the way for Patient Empowerment with Personal Health Record System**

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### **Keywords:**

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### **Introduction**

Healthcare service delivery is changing from passive patient to engaged consumer. Patient is becoming important stakeholder for more effective and efficient healthcare service delivery. Patient empowerment can be achieved with own clinical data access and other individual specific personal health system (PHR) features. Clinical data and IT systems are usually designed from clinical care providers' and operational perspectives. Thorough understanding of patients' needs is key successful factor for getting the most benefits from PHR implementation.

### **Objectives**

Leveraging HA's clinical IT infrastructure and experience, HA has implemented desktop version Electronic Staff Health Record (eSHR) since 2008 and mobile app version mobile Staff Health Record (mSHR) since 2015. Through these PHR projects, needs, acceptance, concerns, system design, security measures and other requirements have been collected for PHR implementation. All these insights will help HA's clinical data and IT systems, also clinical professionals and patients to be prepared to adopt the new healthcare service delivery model.

### **Methodology**

Through eSHR and mSHR, HA has collected a lot of important experience for clinical data and IT systems enhancement for patient empowerment. HA has recently focused to implement mobile app to facilitate patient access of outpatient and radiology appointment list. Integration with own mobile device calendar and automatic appointment notification has been provided. Moreover, drug allergy records, radiology and laboratory reports and medication records have been delivered one by one with more patient centric features. In addition, electronic staff clinic appointment scheduling can be easily done just with a few clicks.

**Result**

With eSHR and mSHR implementation, HA has gained a lot of important experience to enhance the clinical IT systems and embrace clinical professionals and patients to meet patient empowerment needs. Appointment data in our IT systems will be enhanced to meet patients' appointment list access. eBooking of appointments is the most welcome feature. Patient centric features like integration of personalized device calendar with automatic appointment notification, individual specific health information, trend charting, reminders or alerts along with clinical data view are important features for PHR implementation. Early engagement of clinical professionals, patient groups and IT and health informatics professionals is key successful factor.