Consumer perspectives on MyHealth Record

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MyHealth Record (PCEHR)

- Consumer engagement
- Control
- Better health outcomes
Research

- Review of Australian consumer perspectives of MyHR
- Journal articles
- Conference papers
Method

Two stages

1. Review of the literature on EHR in Australia > repository http://www.flinders.edu.au/digitalhealth/

2. Selection of papers for this review

12 papers from the repository that look at consumer perspectives on EHR

Thematic analysis
Review Stage 1

Search Engines
Google Scholar, Scopus, PubMed and Informit

Search Terms

<table>
<thead>
<tr>
<th>EHR search terms</th>
<th>Australian identifiers</th>
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</thead>
</table>
## Results – Consumers

<table>
<thead>
<tr>
<th>Study</th>
<th>N</th>
<th>Quant. Qual.</th>
<th>General Public</th>
<th>Rural/ Regional</th>
<th>Chronic Complex Conditions</th>
<th>Elderly</th>
<th>Dis-advantaged/ Low income</th>
<th>Communication impaired</th>
<th>Intellectually disabled</th>
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<tr>
<td>Andrews, L. et al. (2014)</td>
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| Total | 7   | 5            | 5              | 2               | 1                           | 1       | 1                         | 1                     | 1                      |
## Results - Constructs

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<th>N</th>
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<th>Perceptions</th>
<th>Knowledge</th>
<th>Attitudes</th>
<th>Adoption</th>
<th>Experience</th>
<th>Use</th>
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5 5 4 3 3 3 2 1

(Results table showing the constructs and their respective indicators across different studies, with various counts and indicators marked with 1s for presence.)
Results

Six themes

1. Awareness
2. Adoption
3. Attitudes
4. Risk
5. Access and equity
6. Sharing
Awareness

• Low awareness and knowledge of MyHR
  • Patients
  • Healthcare providers

• Promotion
  • Low engagement with and promotion of MyHR by healthcare providers
  • Active engagement and support was important to the digitally excluded population and for people with intellectual or communication disabilities
Adoption

• Perceived value is the strongest predictor on adoption
Attitudes

• Perceived risk predicts attitudes
  • Trust and perceived security
Risks

• Denial of service by healthcare providers
• Misuse
  • Police
  • Insurance companies and employers
• Risks linked to the correctness of data
Access and equity

Digital divide

• Low income and disadvantaged background
  • Resources
  • Skills education/language
  • Personal attributes (trust, confidence, perceived needs)

• Elderly
  • Digital literacy
  • Preference for paper to computer records
Access & Equity continued

• People with disabilities
  • Importance of a sense of control and ownership of their record

• Additional support
Sharing

• GPs 97% & Specialists 91%
• Pharmacists (44 - 49%)

Elderly
• relatives 53%
• carers 29%

Concern about sharing embarrassing information (25%)
Conclusion

• People who could most benefit the elderly and the are digitally excluded
• Engagement & support can help address issues of access and equity
• Opt out will increase number of records and engagement by healthcare providers
• Opt out means not provide explicit consent for use of medical records unconnected to healthcare
• Digitally excluded face opt out challenge
Thank you

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