

# **Connecting Americans to Their Health Care:** *Empowered Consumers, Personal Health Records and Emerging Technologies*



**NATIONAL CONFERENCE  
DECEMBER 7-8, 2006  
WASHINGTON, D.C.**

**Connecting Americans to Their Health Care:**  
*Empowered Consumers, Personal Health Records  
and Emerging Technologies*

**2006**

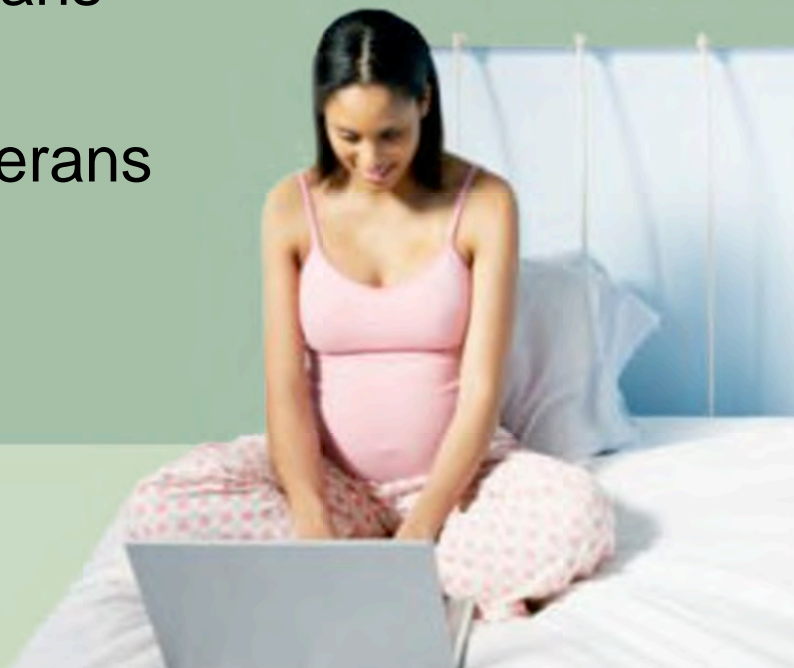
**Understanding the VA and VistA**

Lygeia Ricciardi - Markle Foundation

Virginia S. Price - U.S. Dept. of Veterans  
Affairs

David M. Douglas - U.S. Dept. of Veterans  
Affairs

Ronald D. Brimmer - VA Patient





# eHealth

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## Implementing eHealth: Development of a Personal Health Record for Patients

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2006

Connecting Americans to Their  
Health Care: Empowered  
Consumers, Personal Health  
Records and Emerging Technologies



Virginia S. Price, PMP  
US Dept. of Veterans Affairs

# **Agenda & Presenters**

**Moderator Introductions**

**Lygeia Ricciardi**

**10 minutes**

**My Health\_eVet Overview**

**Virginia S. Price**

**15 minutes**

**MHV Provider 101 and  
Lessons Learned**

**David Douglas, MD**

**15 minutes**

**A Veteran's Testimony**

**Ronald Brimmer**

**10 minutes**

**Panel discussion &  
Questions**

**40 minutes**

**Virginia S. Price**

Department of Veterans Affairs  
Program Manager, My Health\_eVet  
(301) 734-0249

**David M. Douglas, MD**

Chief Health Informatics Officer  
Portland VAMC  
503-721-1440 (X51440)

**Ronald D. Brimmer**

Veteran  
Washington VAMC

A black and white photograph of a hand reaching out from the right side of the frame towards a glowing horizon over water. The hand is wearing a textured, cable-knit sweater sleeve. The background is a dark, calm body of water reflecting the light from the horizon, which is a bright, hazy line of light. The overall mood is contemplative and futuristic.

**The Internet and technology have transformed the way we live...**



A photograph of three business professionals in an office setting. A man in a grey suit and glasses is seated at a desk, working on a laptop. A woman in a dark blazer and glasses is leaning over his shoulder, looking at the screen. Another man in a grey suit is standing to the right, looking down at something in his hands. The scene is dimly lit, with a spotlight effect on the man at the laptop. The text "...the way we work" is overlaid in white on the bottom left of the image.

**...the way we work**

A dimly lit room with multiple computer monitors and keyboards on a desk, suggesting a learning or study environment. The scene is dark, with light coming from the monitors and a soft light source in the background. The text "...learn" is overlaid in the bottom left corner.

**...learn**



...shop



A woman with long dark hair, wearing a black and white horizontally striped short-sleeved shirt, is leaning over a desk in a dimly lit room. She is looking down at a laptop, with her hands near the keyboard. The background is dark, with a soft light source illuminating her face and the desk area. The overall mood is focused and professional.

**...communicate**



**...keep track of things**

A silhouette of a person with long, curly hair is shown from behind, looking out at a cloudy sky. The person is positioned in the lower right quadrant of the frame. The sky is filled with dark, heavy clouds, with a lighter patch of light breaking through near the horizon. The overall mood is contemplative and somber.

**...and make decisions**



**But, some things still lag behind...**





Despite spending over **\$1.6 trillion** on health care as a nation...

...there are still serious concerns about **high costs**, avoidable **medical errors**, administrative **inefficiencies**, and **poor care coordination**, all of which are closely connected to the **failure to incorporate health information technology** into our health care system.



**Technology can also  
transform  
our health care.**

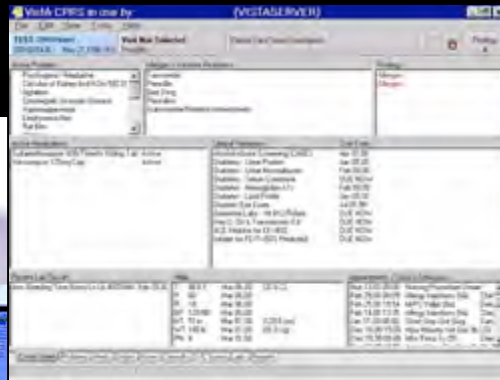
# IMAGINE >>>

- electronic records
- patient access
- patient safety
- decision support
- **partnerships**

>>> Knowledgeable patients are better able to make informed health care choices, stay healthy, and seek services when they need them.

## VA Electronic Medical Record

- CPRS
- VistA
- BCMA
- VistA Imaging



## MHV Personal Health Record

- The *VistA* Computerized Patient Record System (CPRS) is the authoritative VA medical record.
- The veteran "owns" his/her My HealthVet Personal Health Record.
- The veteran can request that a copy of key portions of his/her *VistA* record be electronically extracted and sent to the My HealthVet system.
- The veteran controls access (delegation).



**Inform  
Engage  
Activate**



### **Veterans want:**

- accurate, timely access to their health information
- to take an active role in managing their own health
- to make informed, educated health care decisions
- to refill prescriptions and check appointments online
- one stop shopping for benefits and services
- to communicate with their healthcare provider electronically

### **Clinicians want:**

- provision of clinically sound patient health education materials
- to decrease unnecessary clinic visits
- to support patient-tracked metrics
- information sharing to support co-managed care
- wellness reminders
- to utilize technology that will maximize time
- engaged and informed patients

# My Health\_Vet Pilot Program



Over **7,365** pilot participants at 9 VA Medical Centers

**Recent Appointments**

Date	Clinic	Due Date	Subject
10/05/2004 at 10:00:00	INSTRITION	05/05/2005	Tetanus Diphtheria (Td-A) Adult
03/05/2004 at 11:00:00	INSTRITION	05/05/2005	Tetanus Diphtheria (Td-A) Adult
08/11/2004 at 11:00:00	INSTRITION PC	05/05/2005	Tetanus Diphtheria (Td-A) Adult
07/02/2004 at 14:00:00	TR TEST CLINIC	01/03/2005	Cholesterol Screen (MHA)
06/05/2004 at 09:00:00	V.A. HOME OXYGEN - BLUE	01/03/2005	Cholesterol Screen (MHA)

**Active Prescriptions**

Medication	Refills	Expiration Date
MONTELLUFAST HA 10MG TAB	11	10/14/2004
IBUPROFEN 600MG TAB UD	11	10/14/2004

**Recent Admissions**

Date	Ward	Hospital	Problem Description	Status	Reactant
05/02/2000 at 13:36:41	09	BAY PINES VAMC	Conjunctive Heat Failure (MDSBEC)	Active	R.A.I.A.
05/10/2000 at 12:02:10	09	BAY PINES VAMC	Chronic Headache	Active	CLINIC CONTRAST MEDIA
04/20/2000 at 12:23:41	09C	BAY PINES VAMC	Hypertension	Active	ASPIRIN
11/05/1999 at 18:37:02	ICU-M	CHKV4D PILOT SITE	Home Oxygen Program	Active	ALICEF
10/24/1999 at 11:19:22	ICU-M	CHKV4D PILOT SITE	IN-CHEST DIVISION QRD DTD	Active	MDYTRIN

- Demographics, admissions, and appointments
- Vitals and allergies
- Prescriptions
- Progress notes
- Discharge summaries
- Basic problem list information
- Lab reports: chemistry, microbiology, microscopy, cytology and pathology
- ECG and radiology reports

Medical Record extracts

Self entered metrics

Patient Health Education Libraries

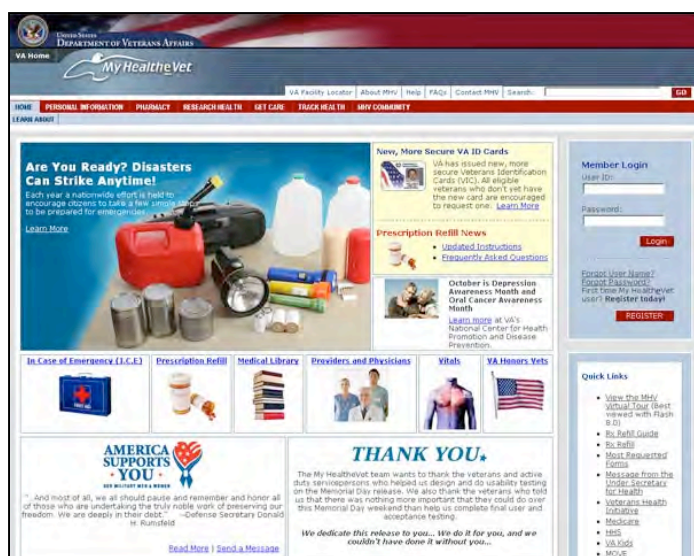
Patient controlled secure information sharing



# My Health\_Vet National Program



More than **326,758** Registered Users



- Online Prescription Refills
- Health Education Information
- Self-assessment Tools
- Health Journals and eLogs
- Veteran Specific Conditions
- Seasonal Health Reminders
- Wellness Calendar
- One stop Benefits/Services
- And More...

Incremental releases of new features  
VistA EHR ♦ Secure Messaging ♦ Delegation

### Are You Ready? Disasters Can Strike Anytime!

Each year a nationwide effort is held to encourage citizens to take a few simple steps to be prepared for emergencies.

[Learn More](#)



#### New, More Secure VA ID Cards

VA has issued new, more secure Veterans Identification Cards (VIC). All eligible veterans who don't yet have the new card are encouraged to request one. [Learn More](#)

#### Prescription Refill News

- [Updated Instructions](#)
- [Frequently Asked Questions](#)

#### October is Depression Awareness Month and Oral Cancer Awareness Month

[Learn more](#) at VA's National Center for Health Promotion and Disease Prevention.

#### Member Login

User ID:

Password:

**Login**

Forgot User Name? Forgot Password? First time My HealthVet user? [Register today!](#)

**REGISTER**

<a href="#">In Case of Emergency (I.C.E.)</a> 	<a href="#">Prescription Refill</a> 	<a href="#">Medical Library</a> 	<a href="#">Providers and Physicians</a> 	<a href="#">Vitals</a> 	<a href="#">VA Honors Vets</a> 
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### AMERICA SUPPORTS YOU

OUR MILITARY HEROES

"And most of all, we all should pause and remember and honor all of those who are undertaking the truly noble work of preserving our freedom. We are deeply in their debt." —Defense Secretary Donald H. Rumsfeld

[Read More](#) | [Send a Message](#)

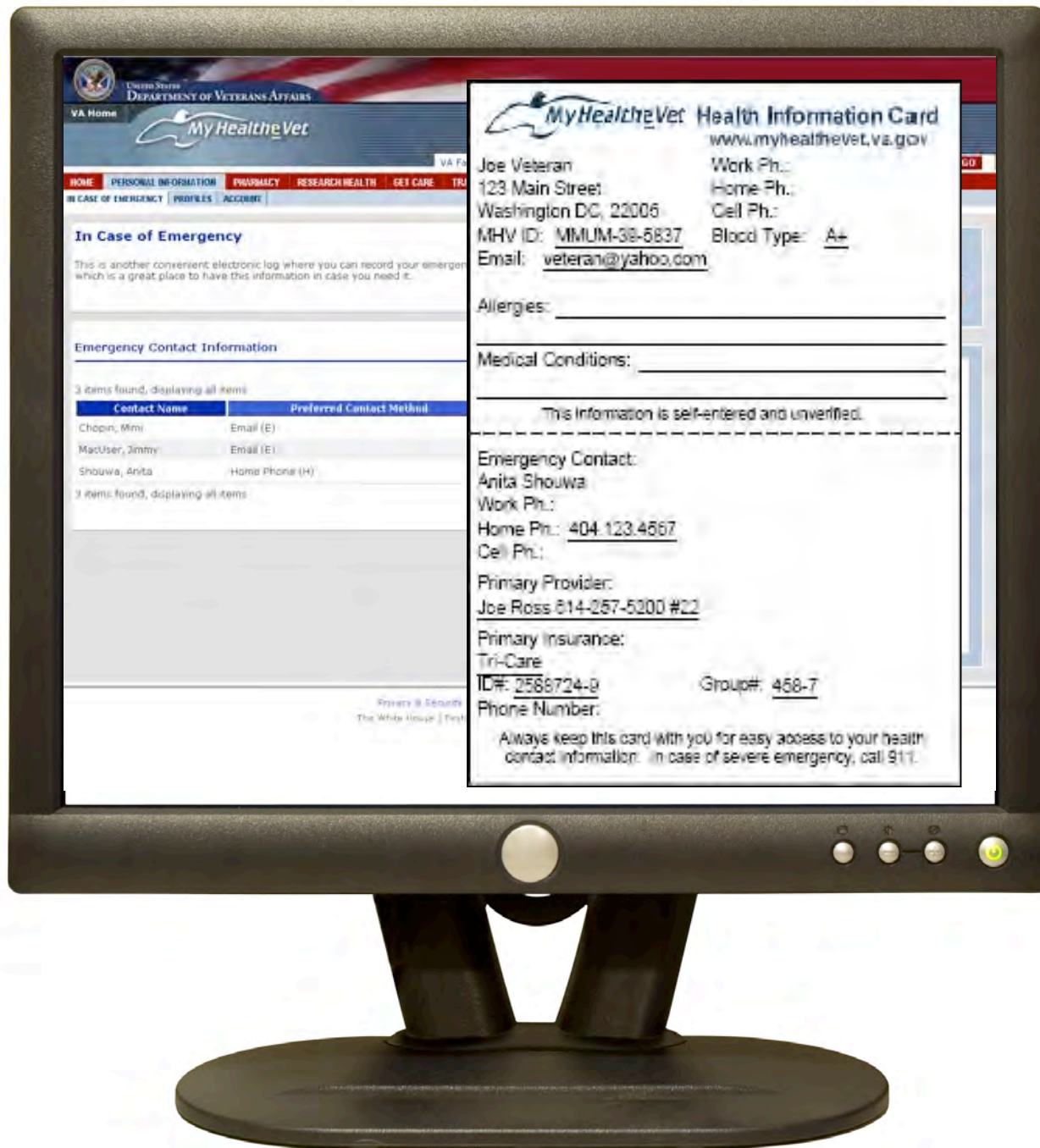
### THANK YOU.

The My HealthVet team wants to thank the veterans and active duty servicemembers who helped us design and do usability testing on the Memorial Day release. We also thank the veterans who told us that there was nothing more important than help us complete final user and acceptance testing.

*We dedicate this release to you... We do it for you, and we couldn't have done it without you...*

#### Quick Links

- [View the MHV Virtual Tour](#) (Best viewed with Flash 8.0)
- [Rx Refill Guide](#)
- [Rx Refill](#)
- [Most Requested Forms](#)
- [Message from the Under Secretary for Health](#)
- [Veterans Health Initiative](#)
- [Medicare](#)
- [HIS](#)
- [VA Kids](#)
- [MOVE](#)



Personal Information

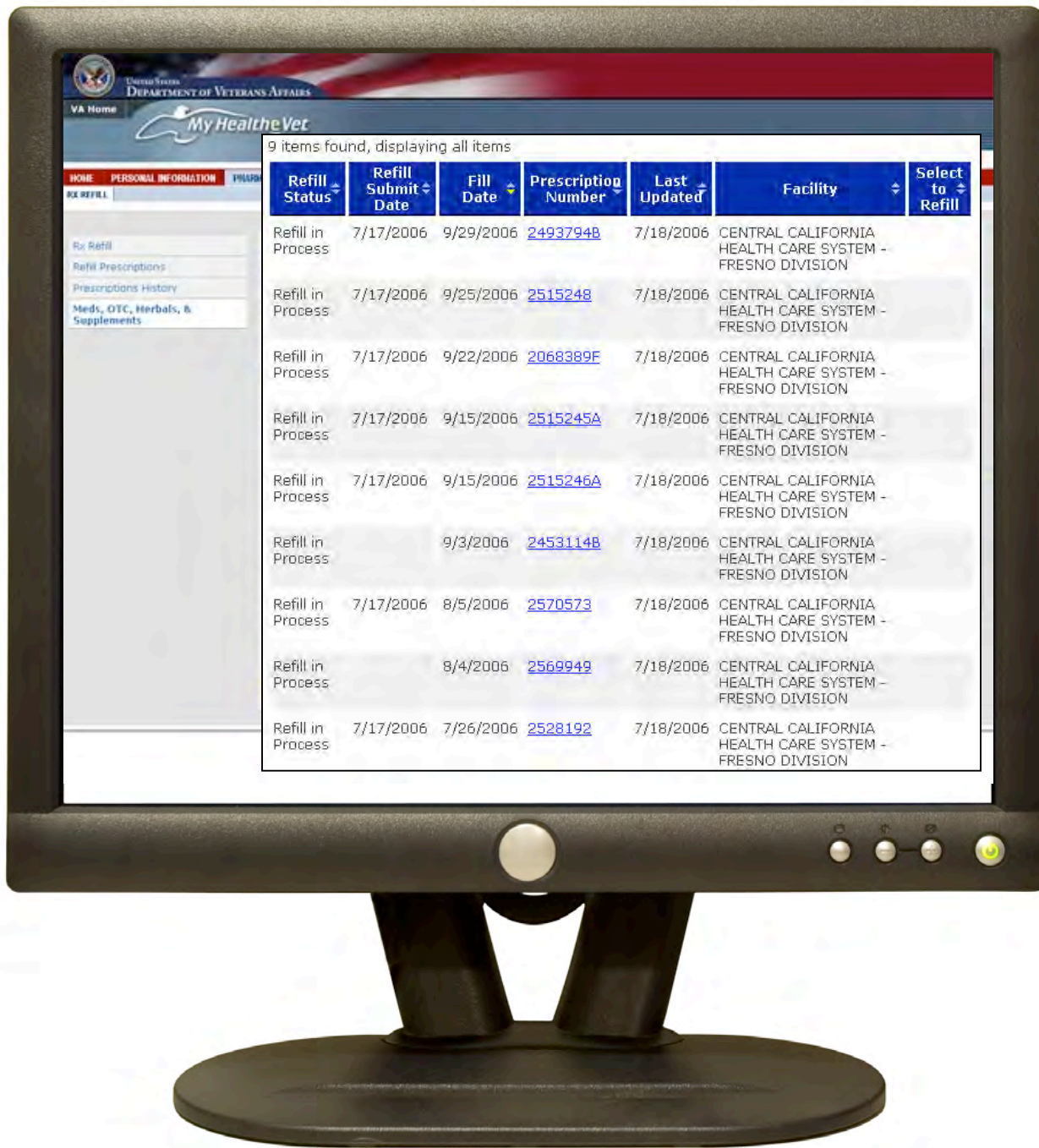
In Case of Emergency

Printable Wallet Card

Profiles

Account Management



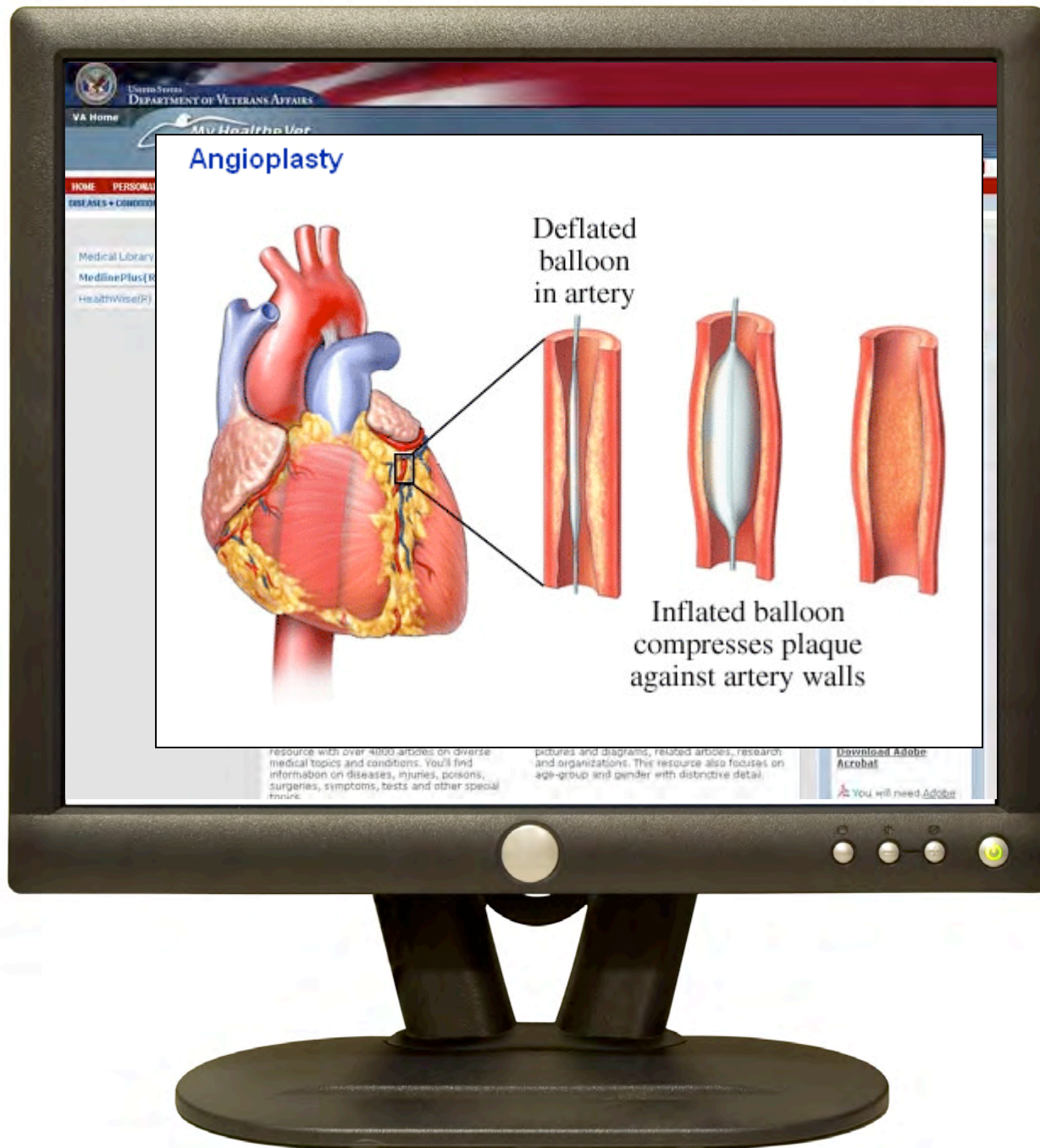


## Pharmacy

Refill Prescriptions

Prescriptions History

Medications, OTC, Herbals, Supplements



**Research  
Health**

**Diseases and  
Conditions**

**Service  
Related  
Conditions**

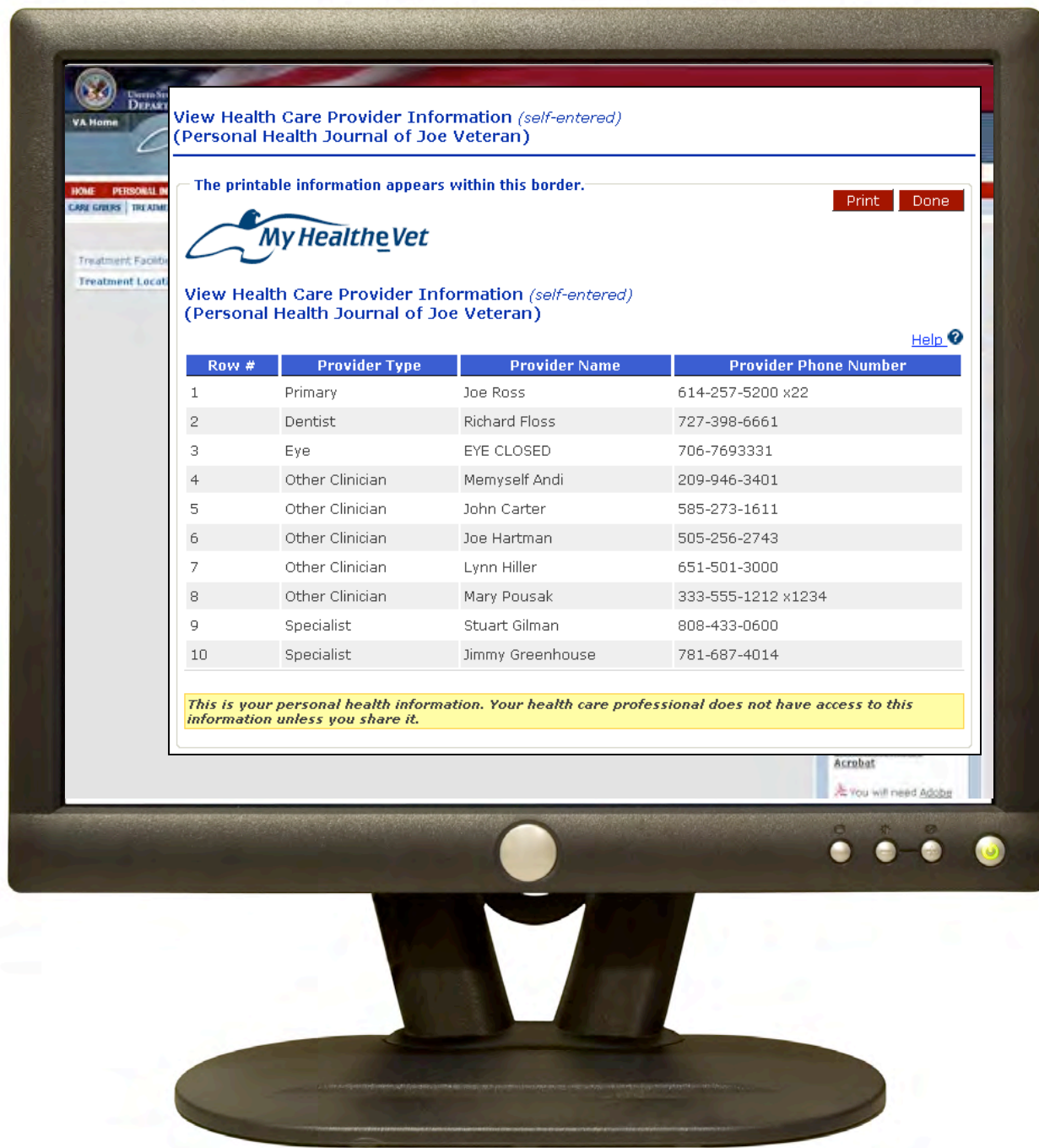
**Common  
Conditions**

**Medical  
Library**

**MedlinePlus**

**HealthWise**





**Get Care**

**Caregivers**

**Providers and  
Physicians**

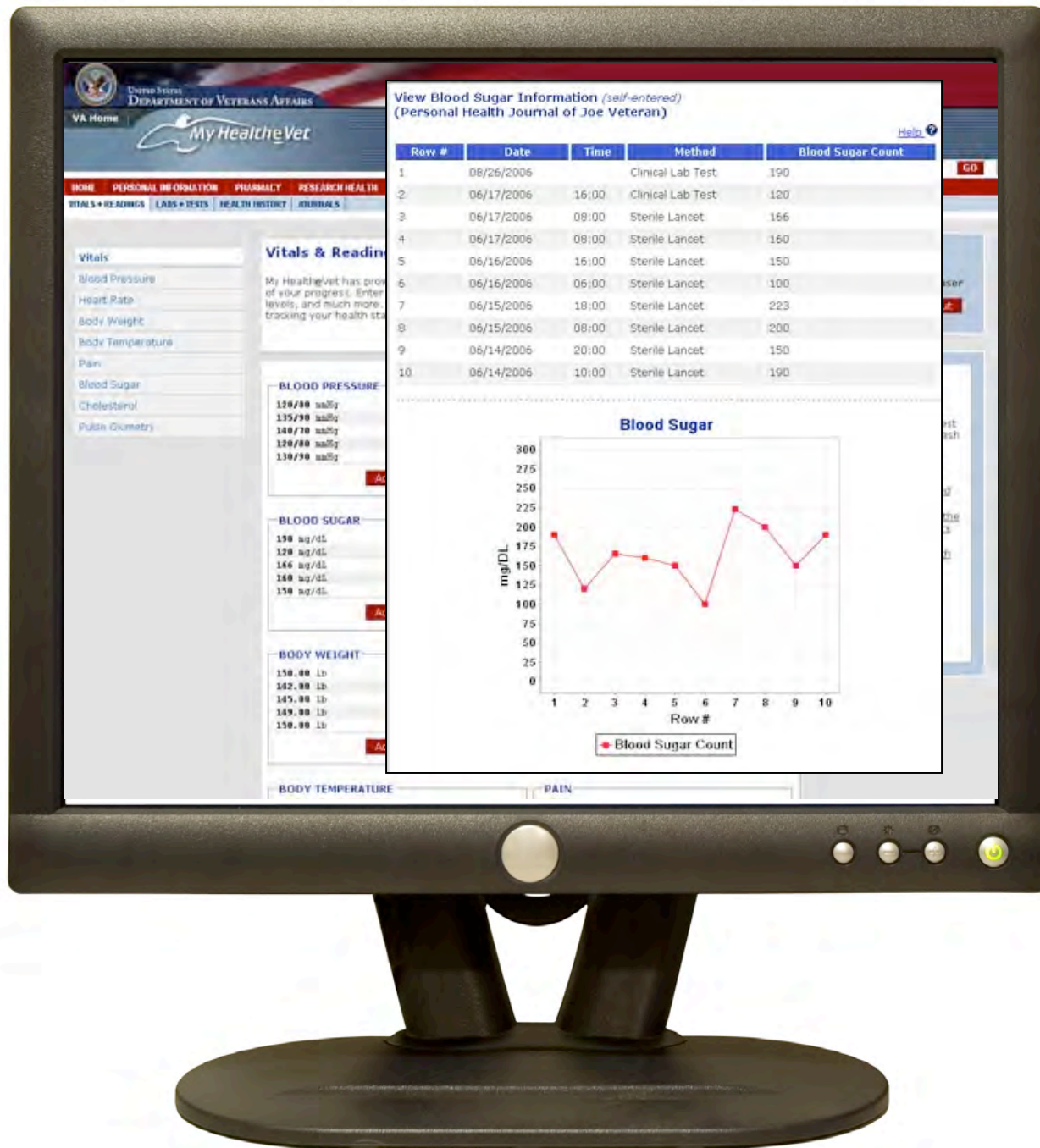
**Treatment  
Facilities**

**Treatment  
Locations**

**My Coverage**

**Health  
Insurance**

**Health  
Calendar**



## Track Health

Vitals & Readings

Labs & Tests

Health History

Family Health History

Military History

Allergies

Immunizations

Journals

Personal Health Summary

Worksheets for activity, food intake, health readings



MHV  
Community

VA Benefits

VA Forms

Events &  
Programs

VA Honors  
Veterans

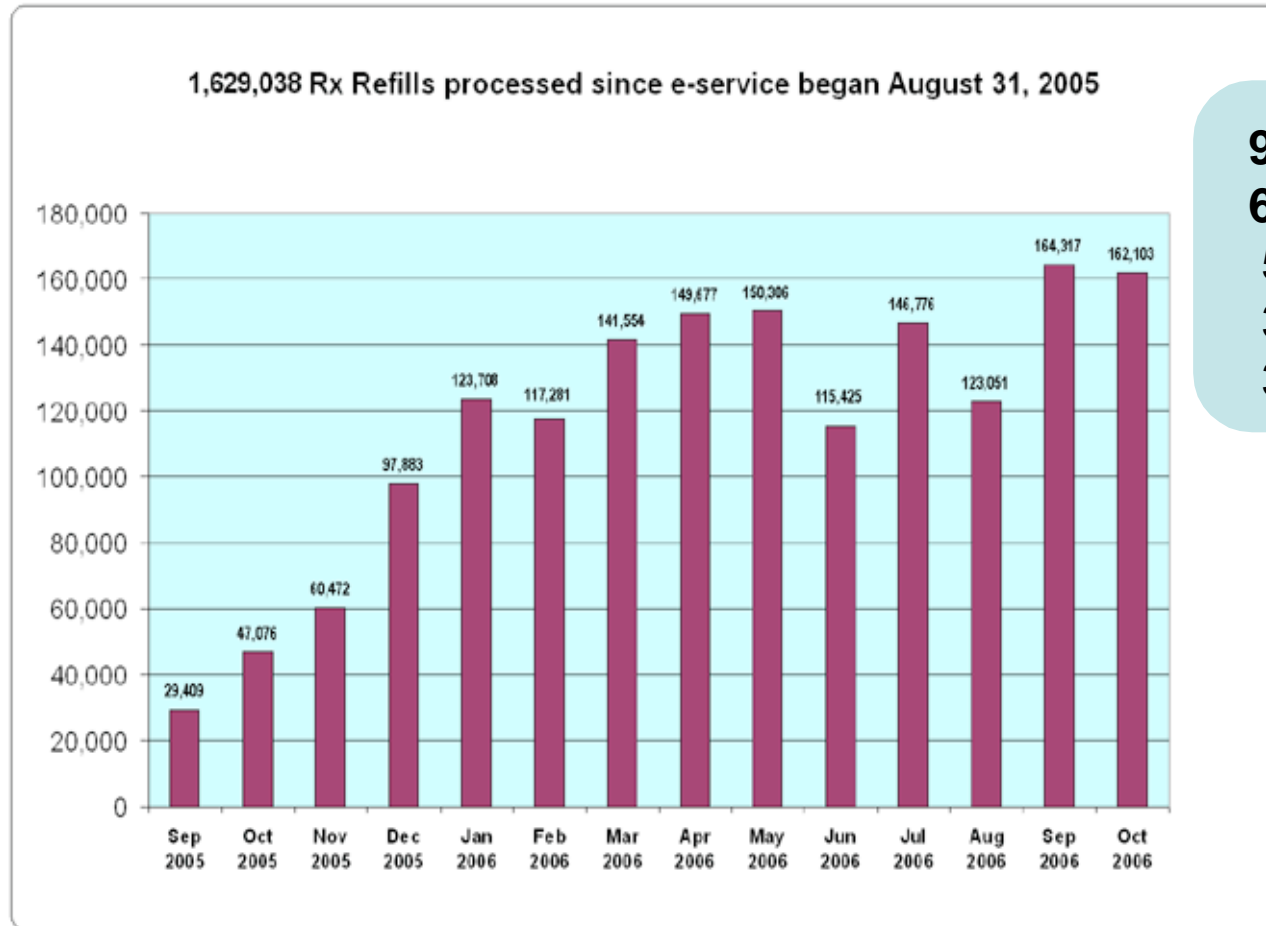
Get Involved

VA News

In the  
Spotlight

# My Health\_Vet Statistics

- Over **1.8** million Refills Processed
- Daily Average RX refills for 2006 is approximately **4,500**



**92% Veterans**  
**60% Patients**  
**5% VA Employees**  
**3% Care Providers**  
**3% Advocate/Family**

## My HealtheVet Feedback



**“I feel more in control and aware of my choices.”**

**“This is a great thing for us, I love being able to refill prescriptions.”**

**“It’s been great, I wish I had it years ago.”**

**“This has greatly improved my health care.”**



**The Internet and technology have transformed the way we live...**

...communicating

...learning

...keeping track of things

...making decisions

Changing behaviors...

Increasing patient safety...

Improving health...



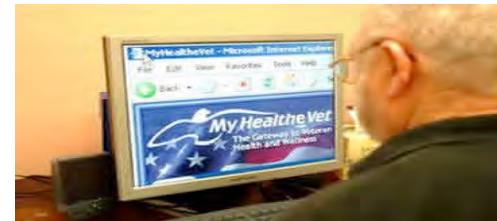
A photograph of three empty blue chairs in a dark room with a tiled wall. The chairs are arranged in a row against a wall of light-colored square tiles. The room is dimly lit, with the chairs and the wall behind them being the primary light sources. The floor is dark and reflective.

**The 'point of care' has changed.**



**Technology is also  
transforming  
the way we deliver health care.**

# Implementation



Enhances Screens  
(508)

My Healthe\_Vet Was Created



With the Veteran In Mind



Classrooms



Community

Military



Employees



# MHV Clinical Adoption



- **Seek out clinical champions.**
- **Establish a Clinical Advisory Board.**
- **Build Upon Successful Practices**
  - The MHV points of contact have shared implementation tips and clinical successful practices. We are gathering these successful practices and making them available through the Communications and Training Portal ([vaww.va.gov/myhealthvet](http://vaww.va.gov/myhealthvet)).
- **Patient and Provider Education will be key**
  - The MHV Program Office is developing a strategy for preparing veterans to use a personal health record, and for preparing clinicians to work with veterans who use a personal health record.





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## My Health\_e Vet: Provider Adoption of a Personal Health Record

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**David M. Douglas, MD**  
**US Dept. of Veterans Affairs**

## Quote for the Day

***On résiste à l'invasion des armées;  
on ne résiste pas à l'invasion des idées.***  
Victor Hugo (History of a Crime, 1852)

“You can stop an army, but you can’t stop  
an idea whose time has come”

**My HealtheVet is an idea  
whose time has come!**

# Agenda

- Background on Consumer Health Informatics
- Portland VAMC Experience with MHV Pilot
- Fears, Facts, and Urban Legends of Provider Adoption of MHV
- Barriers to further Provider Adoption
- Inverse Care Law
- What if.....

# Consumer Health Informatics

- Consumer Health Informatics is the branch of medical informatics that analyses consumers' needs for information; studies and implements methods of making information accessible to consumers; and models and integrates consumers' preferences into medical information systems.
- Traditionally Medical Informatics has focused on providers and institutions
- Consumer Informatics expands and applies Medical Informatics to consumers

## Why focus on consumers?

- Patient empowerment
- Customized health information tailored to individuals
- Equalize relationships between health professionals and patients
- Self Service
- Reduce costs
- Improve safety



## Bringing medical knowledge to consumers

- Initial strategy has been to adapt applications for professionals to the needs of consumers
- Systems tend to provide the greatest benefit to those with the least knowledge
- Focus not on diagnosis as much as triage
- Disease Management
- Drug Interactions
- Lifestyle changes

## MHV Pilot

- MHV Pilot Project allows veterans to access personal health records over the Internet.
- For 2 years, Portland VAMC has been one of 5 sites to participate in the MHV Pilot Project
- >5000 veterans at PVAMC now access their own medical records using MHV.
- Clinical adoption at PVAMC has undergone an extraordinary reversal from fierce resistance to enthusiastic support.

# PVAMC Medical Staff Council

## September 15, 2004

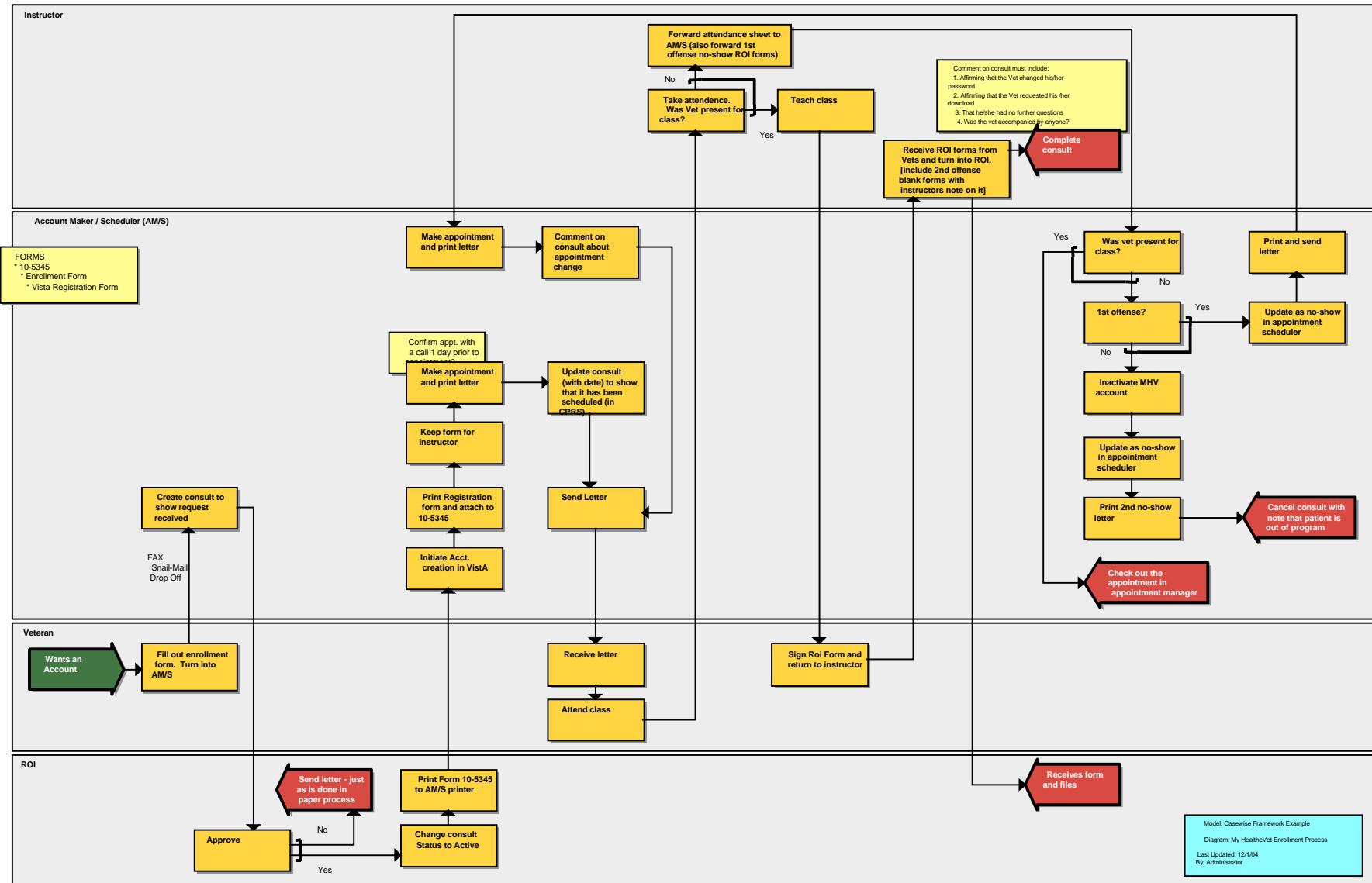
- Motion before the Council
  - Portland VAMC will participate in a pilot project to allow veterans electronic access to their medical records
- Discussion
  - Increase in provider workload
  - Telephone Care will be deluged
  - Patient dissatisfaction, overreaction, and hysteria
  - Negative impact on paper based ROI
  - Congressional and Patient Advocate Complaints
  - Medical record will now be censored
  - “This will ruin the practice of medicine!”

# PVAMC Medical Staff Council

## September 15, 2004

- **Compromise:** MHV Pilot will be allowed but
  - CPRS Consult allows PCP to serve as a gatekeeper
  - Maximum of 30 patients/month
  - Patients must have classroom training
  - 3-4 week turnaround for veteran access
  - Careful monitoring of provider workload, complaints, chart amendment requests, and potential ROI backlog.
- **Strategy:** Engineer (cumbersome) MHV process to limit enrollment until impact can be measured

# MHV Enrollment Process





## Initial Impact

- Provider workload/dissatisfaction goes up because of the gatekeeper role
- Mental Health providers report that limiting their patients access adds no value
- Patient complaints go up because of
  - 2-4 week wait for access
  - Quotas limiting enrollment to 30/month
  - Provider opts out
- 3 complaints about content of the medical record
- 1 CPRS Chart Amendment request

# PVAMC Medical Staff Council

## Revisits MHV 6 months later

### March 15, 2005

- Providers do not want to be a gatekeeper
- All but 1 mental health clinic determines that their mental health progress notes should not be considered sensitive
- Patients highly satisfied
- Enrollment process must be streamlined
- Eliminate classroom requirement
- Engineer “1 Hour Photoshop Model” of MHV Pilot enrollment

**Kiosk (15  
minute  
process)**

**Veteran walks  
up and Fills  
out an  
application**

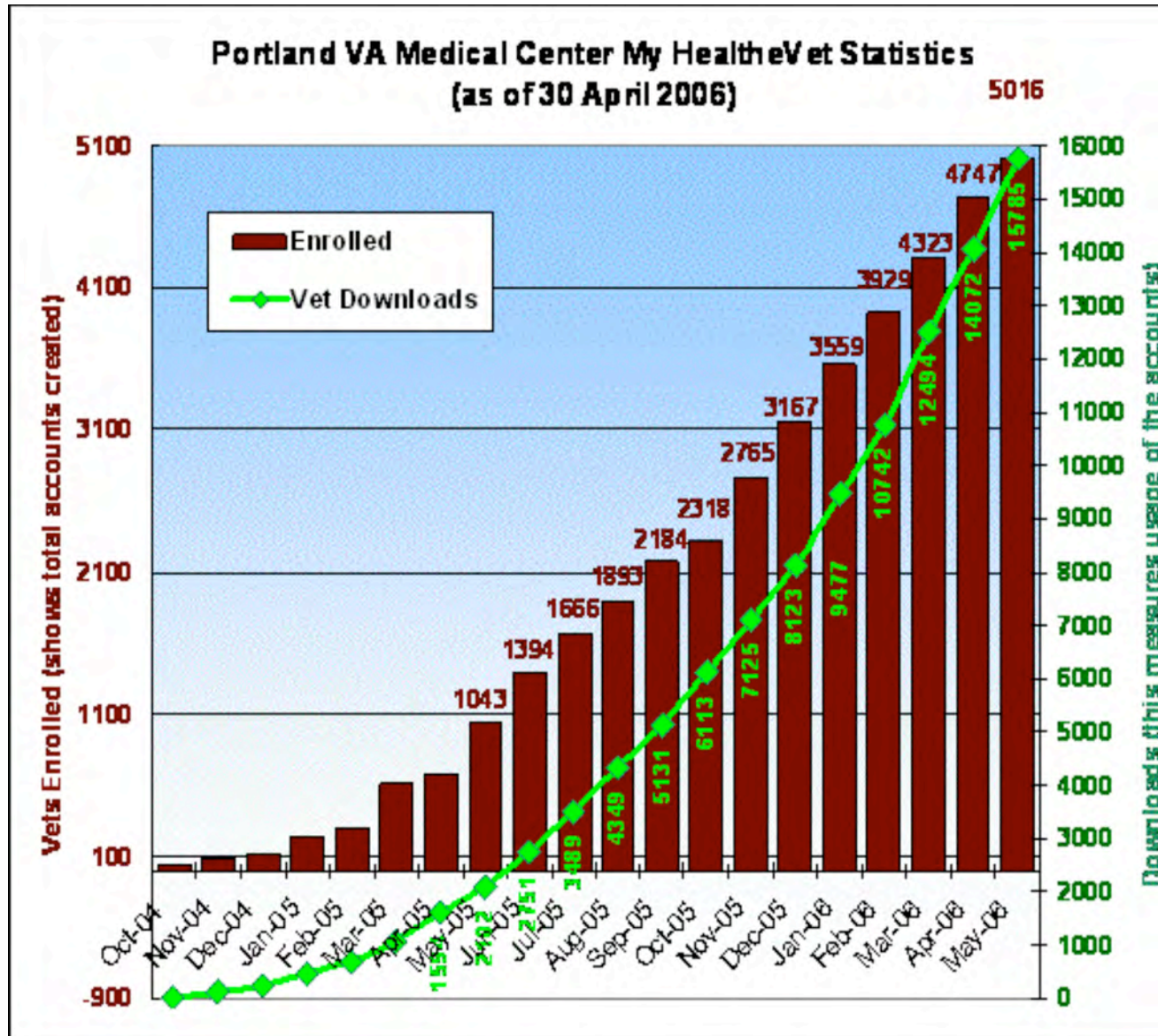


# 15 Minute Photoshop Model

## Wireless Technology, Ergonomic Design Exceeding Customer

- Veteran fills out application at Kiosk
- Clerk opens My HealtheVet user menu
- Reprint 'Welcome' Letter For Registered Veteran
- DSS/ROI Records Check
- Create e-vault
- Assemble User packet
- In Person Authentication
- Veteran signs 5345-a
- Update Databases
- Veteran receives username, password, and information packet
- Veteran logs on to MHV

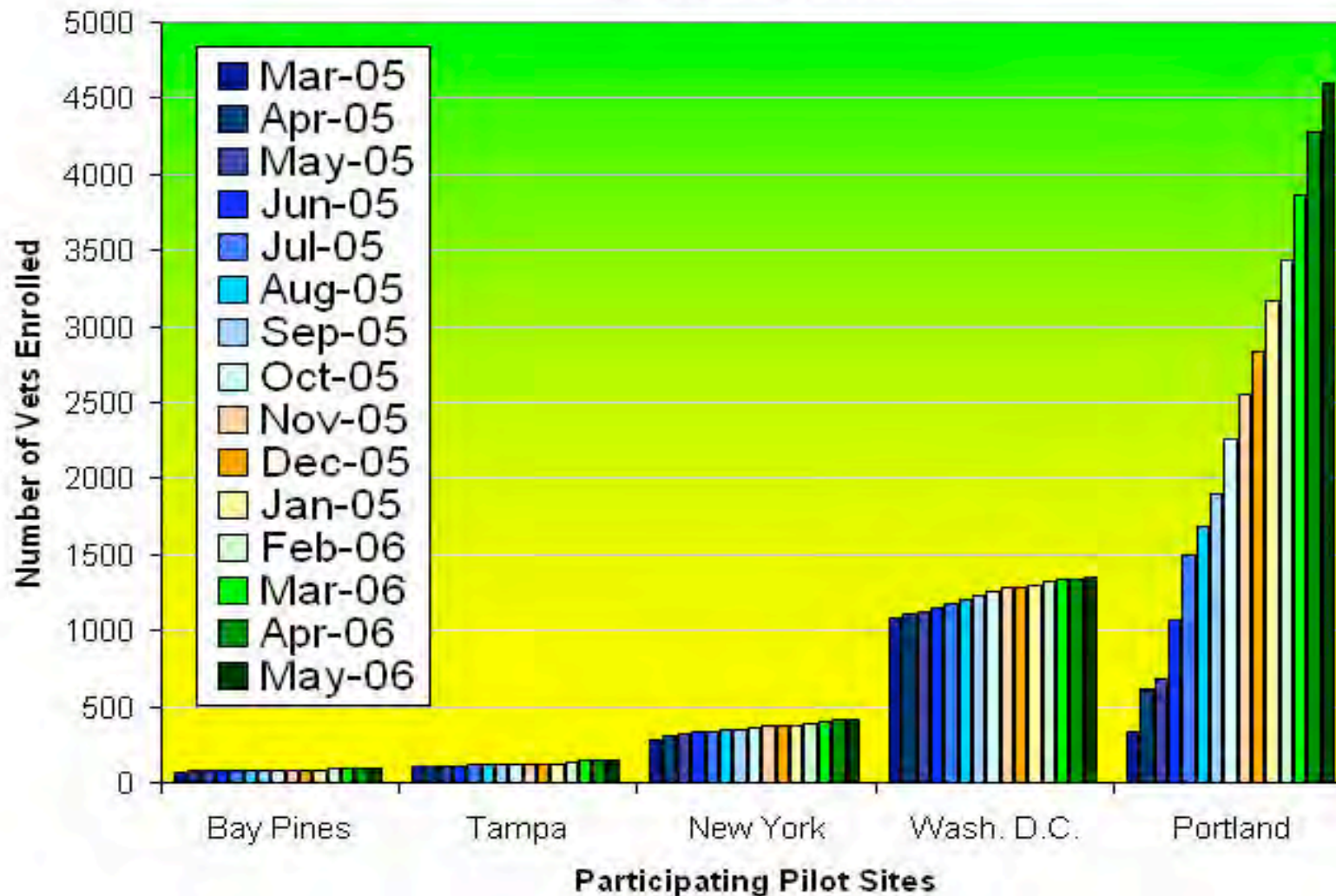
# Portland VA Medical Center Statistics





# Portland VA Medical Center Statistics (cont'd.)

National My HealthVet Pilot Program Status  
[as of 7 May 2006]





A leader in health care technology.....

# Portland VA center sets medical pace

## Hospital seen as leader in health care technology

BY ROBIN J. MOODY  
BUSINESS JOURNAL STAFF WRITER

Already a national leader in the health care field for its use of information technology, the Portland Veterans Affairs Medical Center is piloting a program that fundamentally changes access to health records, and allows veterans to track health data from home.

"While legal guidelines defined patient ownership of health records years ago, many providers have been reluctant to provide the kind of open access enabled by My HealtheVet," said Dr. David Douglas, chief information officer at the Portland VA Medical Center, which served 51,367 patients in 2004.

My HealtheVet enables VA patients who enroll to access their own electronic health records on-



CATHY CHENEY | THE BUSINESS JOURNAL

Dr. David Douglas, standing, and Roderic Langer show off the new technology.

Since My HealtheVet was introduced in October 2004 about 835 vets have signed up, or 1.6 percent

Currently, vets must physically go to an office to obtain files for another provider or for personal

tures will also allow VA patients to make and change appointments online, and to settle co-payments, Douglas said.

Veteran Roger Sample recently enrolled in My HealtheVet.

"I look at it at least once a month to check the status of prescriptions and appointments," Sample said. "For me it is matter of getting my care more efficiently."

The United States trails other industrialized nations in adoption of electronic health records, with a rate that hovers around 18 percent. The Veteran's Administration has been feted for the safety programs stemming from its electronic system.

"The Veteran's Health Administration quickly emerged as a bright star in the constellation of safety practice, with systemwide implementation of safe practices, training programs and the establishment of four patient-safety research centers," says a *Journal of The American Medical Association* article, published May 18.

Kaiser Permanente was also lauded in the article, which was titled "Five Years After to Err is Human: What Have We

## Veteran Satisfaction with MHV Pilot

- IRB approved Research Project:
  - Evaluation of MHV Implementation at Portland VAMC
- Methods: Survey 2 groups
  - classroom training n=62
  - Hard Copy Manual n=59

## Veteran Satisfaction with MHV Pilot (cont'd.)

- No significant difference in how useful the veterans rated classroom vs. paper based training
- No significant difference in ease of remembering information learned in classroom vs. paper based training
- No significant difference in veterans perception that MHV was easy to use
- No significant difference in high degree of satisfaction with access to PHR

## Empowerment Statements

- I am better prepared for my office visits.
  - 62% agree or strongly agree
- I can better understand the instructions from my doctor
  - 67% agree or strongly agree
- I have more control and power to manage my health care
  - 74% agree or strongly agree

## Veteran to Veteran

- I would recommend MHV to my friends.
  - 84% agree or strongly agree
- I believe all veterans should use MHV.
  - 81% agree or strongly agree

## Fears, Facts, and Urban Legends

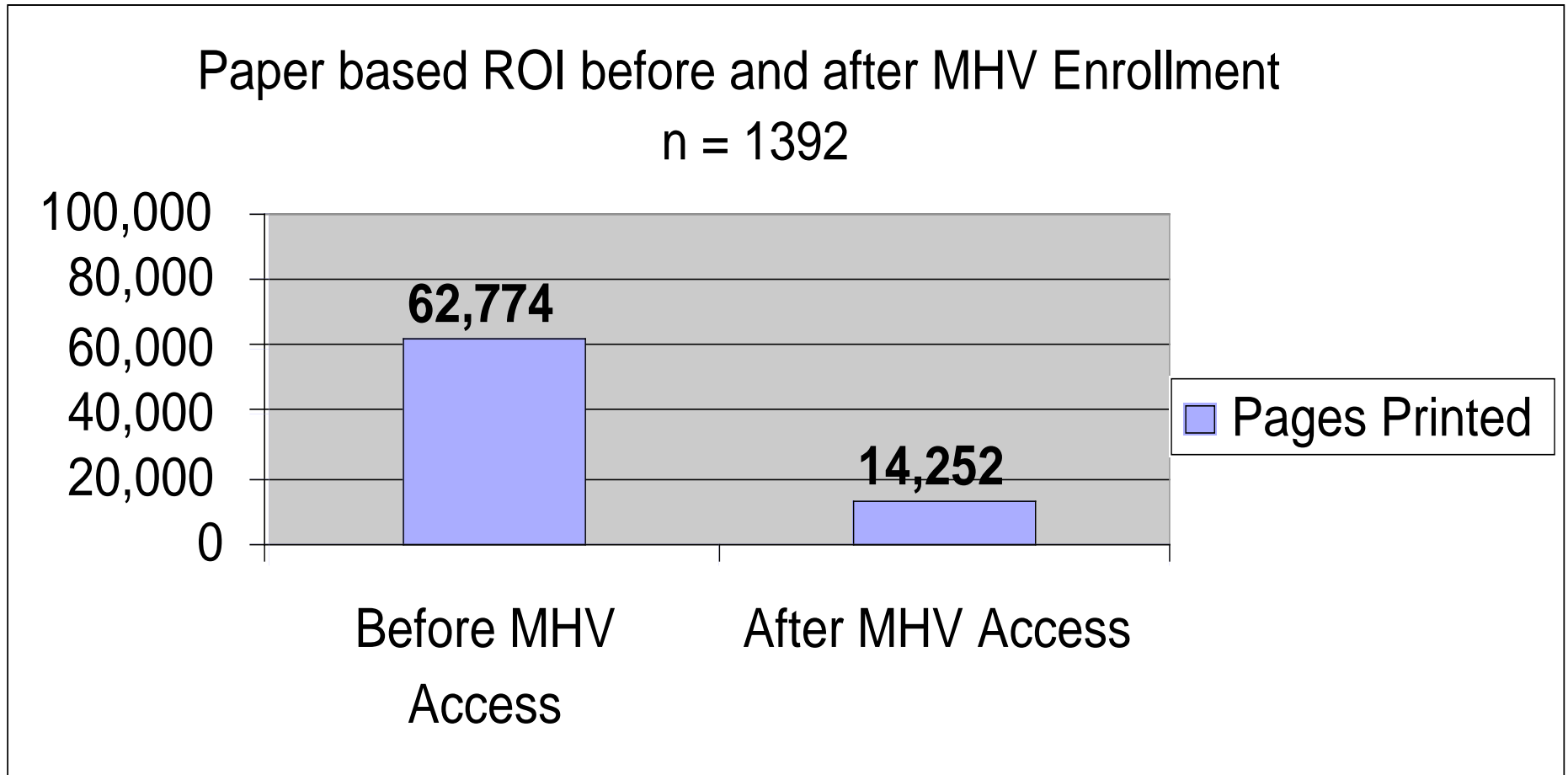
- MHV Pilot did not
  - Increase patient advocate complaints over content of the medical record
  - Result in even one congressional complaint
  - Result in even one report of a patient misinterpreting or overreacting to medical data
  - Increase requests for chart amendment
  - Support the argument that mental health patient access to medical records should be restricted



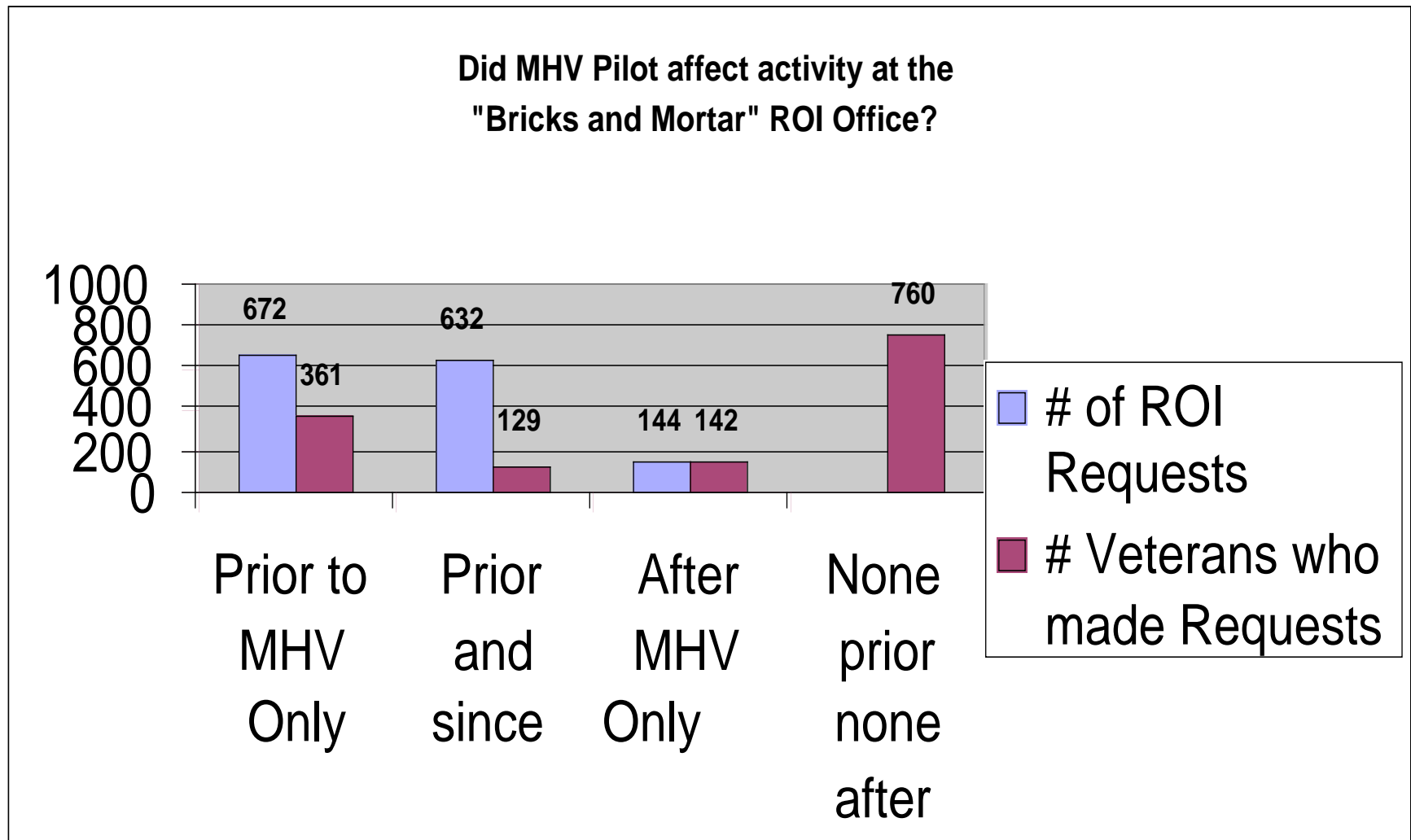
## Fears, Facts, and Urban Legends (cont'd.)

- MHV Pilot did
  - Improve veteran satisfaction as measured by anecdote and a research project
  - Reduce the volume of ROI requests
  - Reduce the volume of paper printed in response to ROI requests
  - Result in 1 chart amendment request
  - Convert the medical staff into MHV supporters

## Paper based release of information.....



# ROI Office Activity



## Barriers to further Provider Adoption

- MHV Pilot did not
  - Result in veterans delegating access to a VA or non-VA providers
  - Lead to significant viewing of patient-entered information by providers
- Separate Application and Username
- Lack of training
- Limited understanding of how to incorporate MHV into clinical practice
- Even in Portland, only a minority of patients use MHV

## How to improve Provider Adoption

- Increase patient enrollment
- Interface Patient PHR with Provider EMR
  - Eliminate separate log-on
  - Facilitate Provider ability to validate and capture patient entered information
- Promote PHR as means for Patient to be a member of Health Care Team:
  - Customized “patient-friendly” treatment plan
  - Customized outcome measures
  - Reminders and Alerts
  - Medication Reconciliation and other safety measures

# The Inverse Care Law

(J Tudor Hart, 1971, The inverse care law, Lancet 1 405-12)

- Inverse Care Law: Availability of health care is inversely proportional to need.

OR

- Those in the worst health are least likely to receive services.

AS APPLIED TO MHV

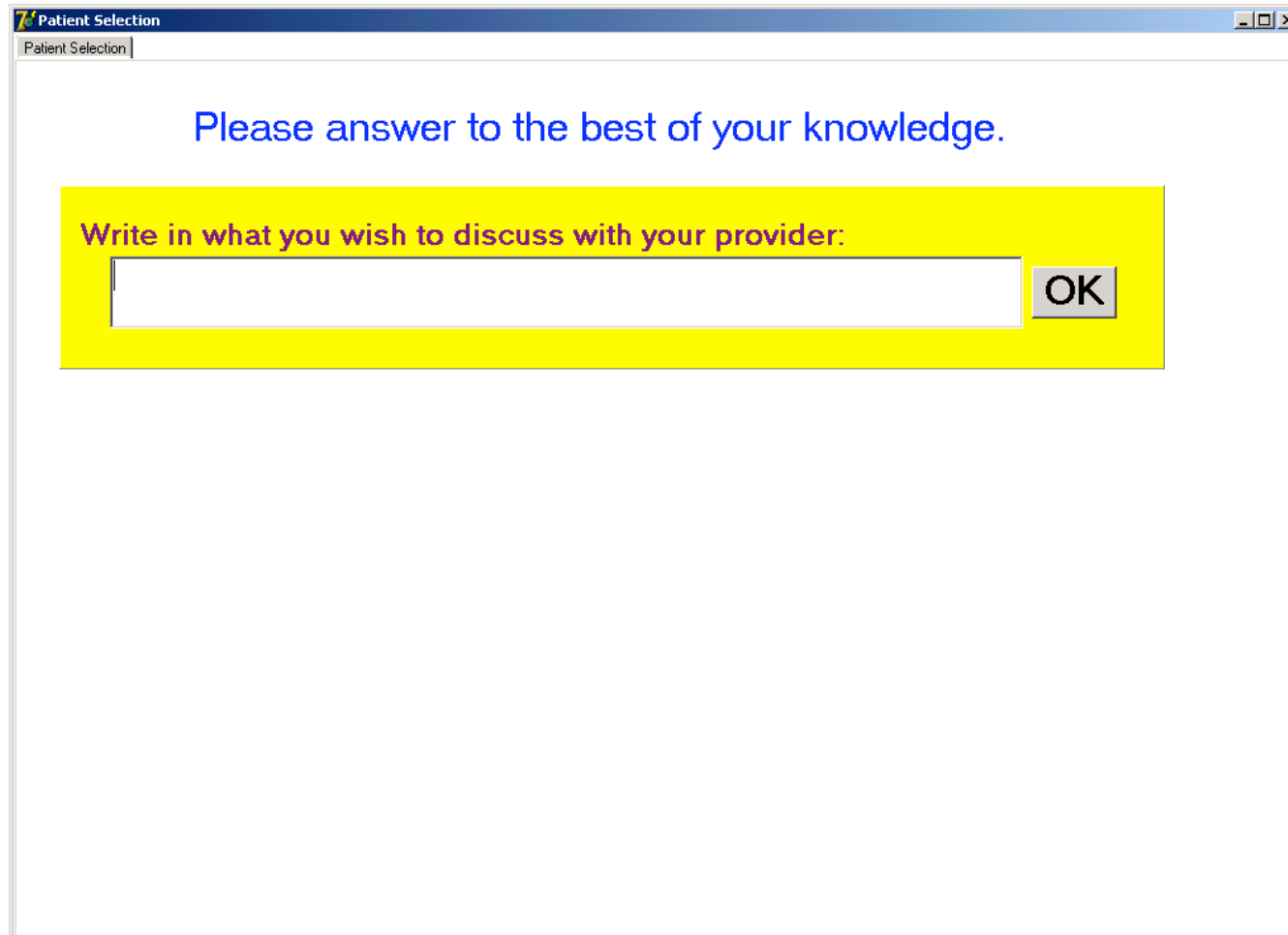
- The sickest veterans are least likely to have access to or know how to use a computer.



## What If.....

- VA waiting rooms were wireless hotspots so veterans could access MHV while waiting for an appointment?
- VA Retail Stores had a high profile campaign to discount laptops and PCs for veteran purchase?
- A robust training program helped veterans & providers to incorporate MHV into appointments?
- MHV allowed Internet-based Appointment check-in 24 hours in advance?
- MHV allowed patient entered information (PMH and Medication Reconciliation) to be easily imported into Provider Progress Notes?

# CHIEF COMPLAINT



Patient Selection

Please answer to the best of your knowledge.

Write in what you wish to discuss with your provider:

OK

# PAST MEDICAL HISTORY

Patient Selection

Please answer to the best of your knowledge.

Write in what you wish to discuss with your provider:

BACK PAIN

Your last history was done on: 11/2/06

Please review your history and update if needed.

= any disease you indicated you had on the previous history.  
 = diseases NOT indicated. Click on the disease to change the symbol.

<input checked="" type="checkbox"/> Coronary Artery Disease	<input type="checkbox"/> Cancer
<input checked="" type="checkbox"/> Congestive Heart Failure	<input checked="" type="checkbox"/> History of Stokes
<input type="checkbox"/> Prior Heart Attacks	<input checked="" type="checkbox"/> Diabetes
<input checked="" type="checkbox"/> High Blood Pressure	<input checked="" type="checkbox"/> Chronic Kidney Disease
<input type="checkbox"/> Emphysema	<input checked="" type="checkbox"/> Depression

# Selected Metrics for Chronic Disease Tracking

**Patient Selection**

Patient Selection

### Brief Patient Health Questionnaire

This questionnaire is an important part of providing you with the best health care possible. Your answers will help in understanding problems that you may have.

1. Over the last 2 weeks, how often have you been bothered by any of the following problems?

	Not at all	Several days	More than half the days	Nearly every day
a. Little interest or pleasure in doing things	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Feeling down, depressed or hopeless	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Trouble falling or staying asleep, or sleeping too much	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
d. Feeling tired or having little energy	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
e. Poor appetite or overeating	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. Feeling bad about yourself—or that you are a failure or have let yourself or your family down	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. Trouble concentrating on things, such as reading the newspaper or watching television	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h. Moving or speaking so slowly that other people could have noticed? Or the opposite—being so fidgety or restless that you have been moving around a lot more than usual	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
i. Thoughts that you would be better off dead or of hurting yourself in some way	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

2. If you checked off any problems on this questionnaire so far, how difficult have these problems made it for you to do your work, take care of things at home, or get along with other people?

Not difficult at all       Somewhat difficult       Very difficult       Extremely difficult

# SURGICAL HISTORY

Patient Selection

Patient Selection

## Prior Surgeries (Surgeries from hospitals other than this one)

To move to the next box either Press the Tab Key or click on the box with the mouse.

Type	Date	Location (where the procedure was done)
Hip surgery	Jan 1980	Kaiser, Portland Oregon

**Additional Information:** (Please add any comments you would like to share with your provider)

# PATIENT ALLERGIES

Patient Selection

Patient Selection

Please list or verify your allergies:

**Allergies on record in our system:**

Drug Allergies:

Please list any NEW or suspected allergies:

< Back    Next >



# MEDICATION RECONCILIATION


**Patient Selection**

Please Review Your Medications.

You have 4 medications in our records that we would like you to comment on. Please verify that you are taking each medication; and type any comments in the box below.

Please notify your provider or nurse if you believe there is an error with your medication list.

Medication # 2 ACTIVE Med:  
DIGOXIN (LANOXIN) 0.125MG TAB  
TAKE ONE TABLET BY MOUTH EVERY DAY



Taking this medication?

Comments about this drug:

# OTC/Herbal Medications

Patient Selection

Patient Selection

## Additional Medications

List should include all Over the Counter drugs, vitamins, herbals and the like.

Medication	Dosage	Frequency
Aspirin	1 tablet	once a day
St. Johns Wort	1 tablet	once a day

Thank you for taking the time to provide this information.  
You can click the BACK button to correct any entries, or  
click the FINISH button to exit.

< Back      Finish

# DATA UTILIZATION – Convenient and Efficient

- Demographic information sent via VistA email to administrative personnel for review and updating
- Historical information can be printed and/or imported to CPRS as patient data object for eventual review by clinical provider
- Medication information may be included in chart documentation using data objects and/or reconciled with active medication lists

The screenshot displays a VistA medical record interface. On the left, a list of notes is visible, including '50% Sc', 'Adhc - Nursing Note', 'Adverse React/Allergy', 'Anesthesia - Conscious Seds', 'Bk Prostate Biopsy Look Bac', 'Cars - Asp Progress Note', 'Chaplain - Addiction Counsel', 'Chaplain - Consult', 'Community Outsourced Urolo', 'Education', 'Erroneous Note', 'Eye - Visual Field', 'Eye/Dphthal - Follow-Up', 'Eye/Dphthal - New', 'Eye/Dptom - Follow-Up', 'Gec Extended Care Referral', 'Gen Pham - Non-Visit', 'General Note', 'Health Promotion Review', 'Hepain IV - Electronic Start', 'Home Health/Home Care - C', 'Htn Alert Note Contact Nurse', 'Htn Alert Note Ht/Lpn', 'Informed Consent', 'Inpat - Med - Hist&phys', 'Inpat - Med - Ms - Progress', 'Inpat - Mhd - Nursing Progres', 'Inpat - Nsg - Admit Assessme', 'Inpat - Plan Of Care - Evalual', 'Inpat - Plan Of Care - Initial', 'Inpat - Renal - Initial', 'Inpat - Sws Consult', 'Medication Otc Alert', 'Mhc/Ptsd Clinical Team - Grc', 'Mhd - Group Note', 'Mhd - Individual Note', 'Mhd - Medication Manageme', 'Mhd - Satp - Education Note', 'Narcotic Agreement', 'Nscu - Alert Charting', 'Nscu - Progress Note', 'Nursing - Injection', 'Nursing - Intra Op Plan Of Ca', 'Nursing - Surg Prep Pre-Op E', 'Pc - Health Promotion', and 'Pc - New'.

The right pane shows a patient data object for a note titled 'INPAT - MED - MS - PROGRESS' dated 'JUL 19, 2006@12:06'. The author is 'MOFFATT,STEPHEN P' and the status is 'COMPLETED'. The content includes:

- TITLE: INPAT - MED - MS - PROGRESS
- DATE OF NOTE: JUL 19, 2006@12:06
- ENTRY DATE: JUL 19, 2006@12:06:07
- AUTHOR: MOFFATT,STEPHEN P
- EXP COSIGNER:
- URGENCY:
- STATUS: COMPLETED
- Patient entered medical summary; completed: Jul 19, 2006
- CC: low back pain
- Positive Past Medical History responses: H/O CAD, H/O COPD, H/O CVA
- Past Surgeries: hip-1/1/1980-kaiser
- No OTHER medical issues listed.
- PATIENT ENTERED MEDICATION REVIEW:
- ACTIVE Medications: IBUPROFEN 400MG TAB (Taking medication), AZATHIOPRINE 50MG TAB (Taking medication), HYDROCHLOROTHIAZIDE 25MG TAB (Taking medication), TAPE PAPER 1 INCH ROLL [160] (Taking medication)
- INACTIVE Medications: METOPROLOL TARTRATE 50MG TAB (Taking medication)
- /es/ Stephen P.Moffatt (CAC) Computer Specialist (TIMS) Signed: 07/19/2006 13:28

At the bottom, there are tabs for 'Cover Sheet', 'Problems', 'Meds', 'Orders', 'Notes', 'Consults', 'Surgery', 'D/C Summ', 'Labs', and 'Reports'. A footer note says 'Press F5 to minimize and lock CPRS'.

## Quote for the Day

***On résiste à l'invasion des armées;  
on ne résiste pas à l'invasion des idées.***  
Victor Hugo (History of a Crime, 1852)

“You can stop an army, but you can’t stop  
an idea whose time has come”

**My HealtheVet is an idea  
whose time has come!**

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**My HealtheVet in Action: Ronald D. Brimmer**

# **A Veteran's Testimony**

**NOTE: The Ron Brimmer story first appeared in the Commission on Systemic Interoperability report. Further information may be found at Ending the Document Game: Connecting and Transforming Your Healthcare Through Information Technology.**  
[www.endingthedocumentgame.gov](http://www.endingthedocumentgame.gov)

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## **Ronald D. Brimmer**

### **Veteran**

#### **A Veteran's Testimony**

**Ron Brimmer's health is a lot better these days because of My Health\_eVet. The Department of Veterans Affairs (VA) began the interactive electronic medical records program in 2003 at VA hospitals to better connect doctors with patients and to provide both of them with critical medical information whenever they need it. Ron was one of the first veterans to test this new electronic patient records system, and he is now one of its biggest advocates.**

**Nearly 30 years ago, Ron injured his back, knee, and both shoulders. He is mobile only with crutches or using his electric scooter. Maintaining mobility is an ongoing process, which includes physical therapy and visits with three to five doctors on a regular basis. But My Health\_eVet makes managing his care a lot easier. It enables him to access his VA medical records at home; review his prescriptions, blood test results, and notes from the doctor; and even add information or update his record.**

**With My Health\_eVet, Ron is healthier because his visits to a VA doctor are now more focused, and his care is more personally directed. Ron is better informed about his treatment and as his health has improved; his visits to the doctor have actually decreased. When he sees a doctor outside the VA system, he can print his VA medical records and take them along – that's a real time and trouble saver for Ron, who lives 35 miles from the hospital and would otherwise have to drive in and request his records in person. Electronic records at the VA have even kept Ron from taking medications that would interact with each other.**

**Video: The Perfect Visit**





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## Panel Discussion

With  
The My Health\_e Vet Team

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# **Connecting Americans to Their Health Care:** *Empowered Consumers, Personal Health Records and Emerging Technologies*



**NATIONAL CONFERENCE  
DECEMBER 7-8, 2006  
WASHINGTON, D.C.**