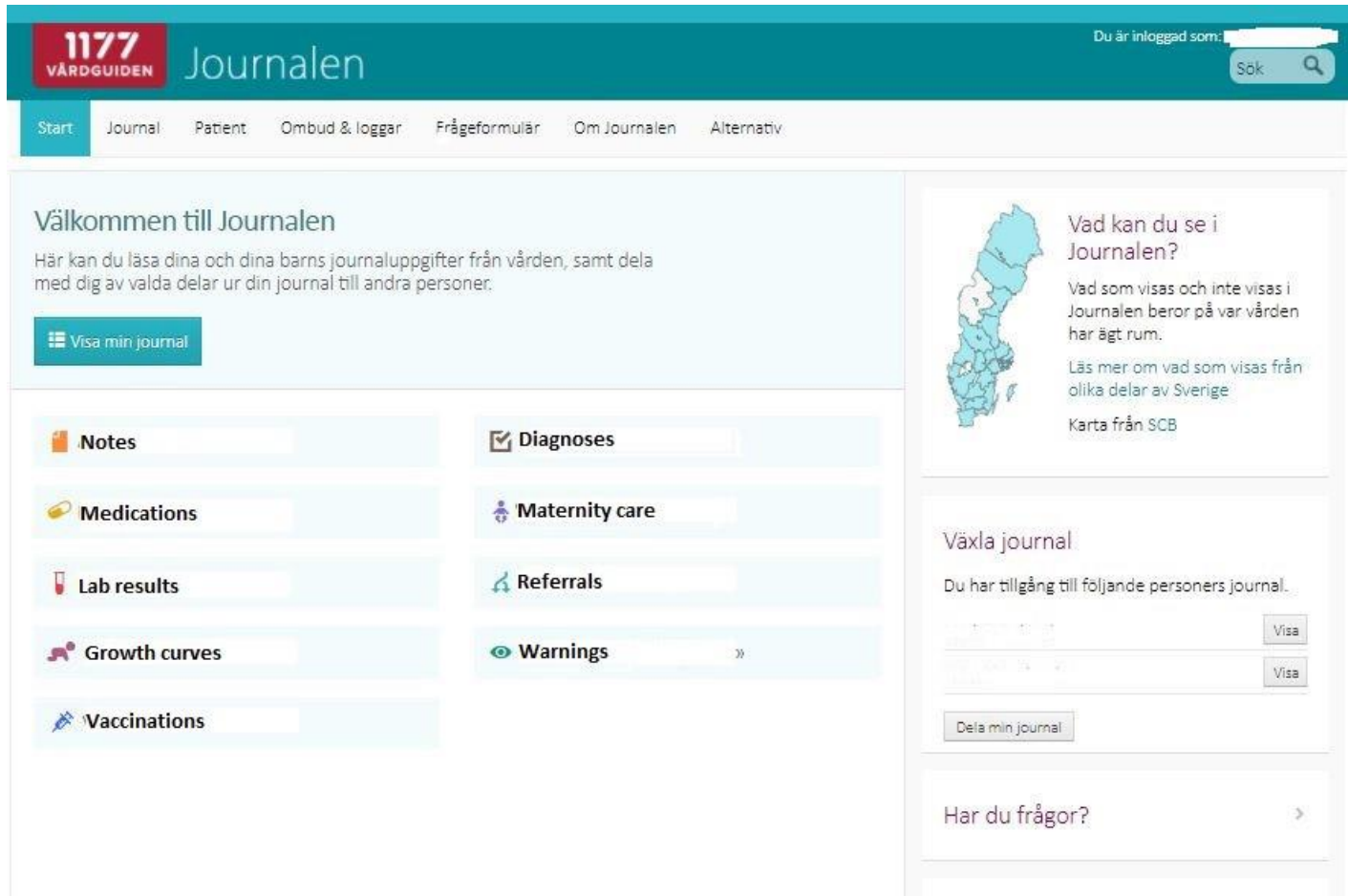


Primary Healthcare Professionals' Improvement Suggestions for The Patient Accessible Health Record

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The screenshot shows the 1177 Journalen website. The header is teal with the 1177 VÄRDGUIDEN logo and the word "Journalen". A search bar is in the top right. Below the header is a navigation menu with links: Start, Journal, Patient, Ombud & loggar, Frågeformulär, Om Journalen, and Alternativ. The main content area is divided into two columns. The left column has a heading "Välkommen till Journalen" and a subtext explaining that users can read their and their child's medical records and share them. Below this is a button "Visa min journal". The right column has a heading "Vad kan du se i Journalen?" and a map of Sweden showing regions. It explains that what is visible depends on the region and provides a link to "Läs mer om vad som visas från olika delar av Sverige" and "Karta från SCB". Below the map is a section "Växla journal" with a list of people whose journals the user can access, each with a "Visa" button. At the bottom of the right column is a link "Har du frågor?".

1177 VÄRDGUIDEN Journalen

Du är inloggad som: [Redacted] Sök

Start Journal Patient Ombud & loggar Frågeformulär Om Journalen Alternativ

Välkommen till Journalen

Här kan du läsa dina och dina barns journaluppgifter från vården, samt dela med dig av valda delar ur din journal till andra personer.

[Visa min journal](#)

Notes

Medications

Lab results

Growth curves

Vaccinations

Diagnoses

Maternity care

Referrals

Warnings

Vad kan du se i Journalen?

Vad som visas och inte visas i Journalen beror på var vården har ägt rum.

Läs mer om vad som visas från olika delar av Sverige

Karta från SCB

Växla journal

Du har tillgång till följande personers journal.

[Redacted]	Visa
[Redacted]	Visa


[Dela min journal](#)

[Har du frågor?](#)

J. Moll *et al.*, "Patients' Experiences of Accessing Their Electronic Health Records: National Patient Survey in Sweden," *J Med Internet Res*, vol. 20, no. 11, p. e278, 2018







Aim: to describe primary HCPs'
suggestions on how the patient
accessible health record *Journalen*
could be improved



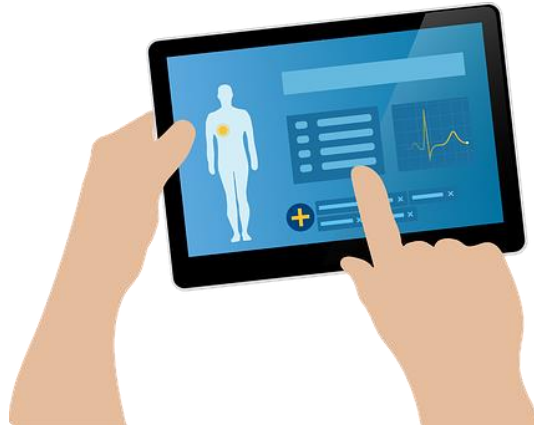
Method

- 14 healthcare professionals were interviewed;
 - Counselor [C1]
 - Dietitians [D1-2]
 - Nurses [N1-2]
 - Physicians [P1-3]
 - Physiotherapists [PT1-2]
 - Occupational therapists [OT1]
 - Medical secretaries [MS1-3]
- Interviewed 6 months after implementation



Expansion of what can be viewed

'It would help patients, if they want to see which medication they have and which prescriptions they don't have before they contact us...'
[P3]



'...to see more things like x-rays. I think it would help very much, if you could see more of those things, because I often feel it's those they ask about.' ***[MS3]***



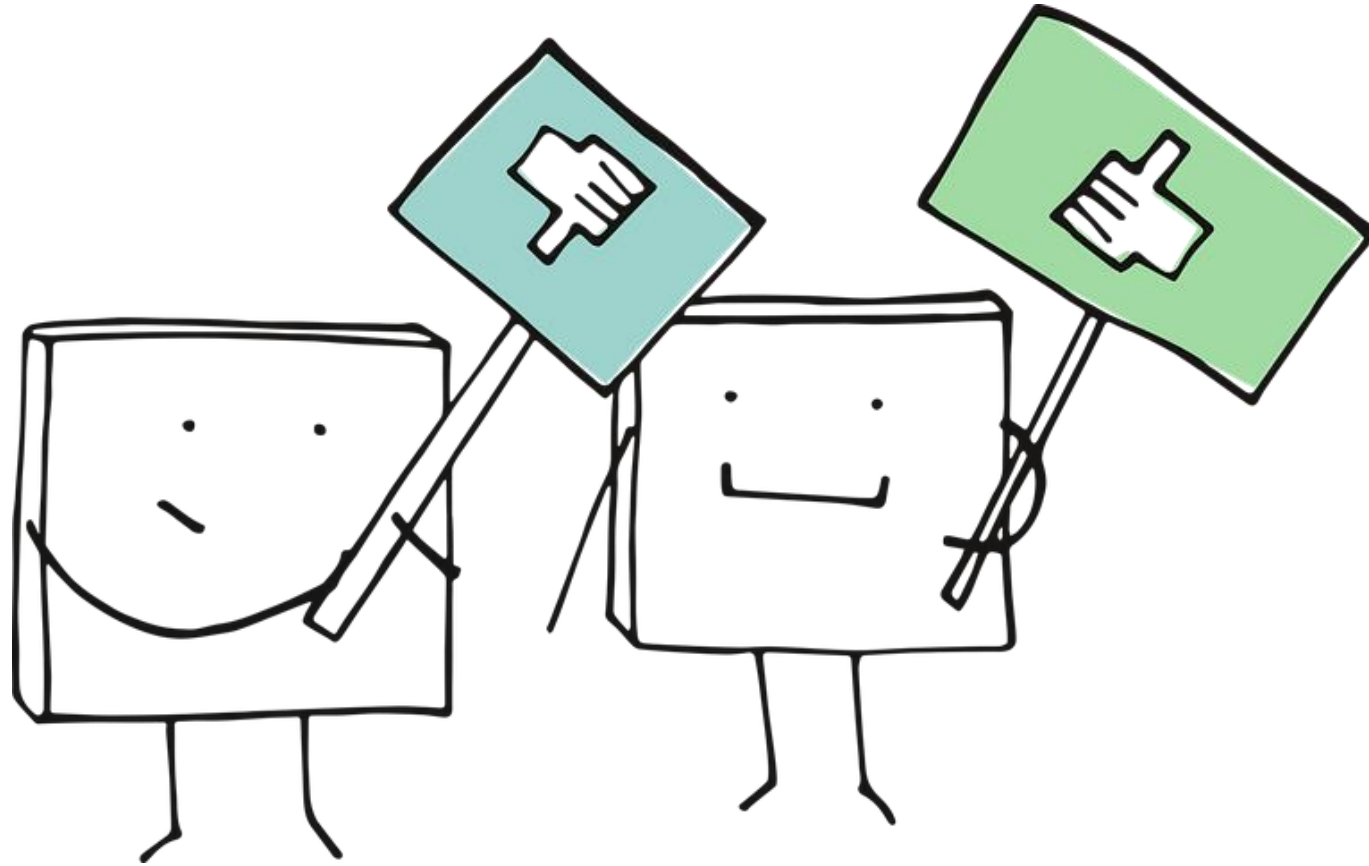
Simplified for both patients and healthcare professionals



“It's good for an older person to get a receipt of what we have done. So we should think more about summarizing and patients can see that this is for me.” [D2]



Incorporation of Feedback Functions



Access only to signed records



'I think it would be better if patients couldn't read their record immediately. It's better if they only could read the signed ones [records].' [P2]





- *Expansion of what can be viewed*
 - There is potential to provide much more information
- *Simplified for both patients and healthcare professionals*
 - Many patients want all information
 - *Patients have also had issues with the documentations structure*
- *Incorporation of Feedback Functions*
 - Requested by some patients
- *Access only to signed records*
 - *A majority of patients were not worried by their record content*





Thank you!

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