

Helping Patients Navigate the Immediate Release of Medical Records: MedEd, a Novel Patient Engagement Technology

Authors: Bridget Foy BS¹, Abigail Ludwigson BS¹, Nicole M. Mott MD MSCR², Monica Adams MA³, Madeline G. Higgins MD², Sudheer Vemuru MD², Dulcy Wolverton MD⁴, Jeniann Yi MD², Sharon Sams MD⁵, Chen-Tan Lin MD⁶, Randy Miles MD MPH⁴, Nancy Taft MD⁷, Erin Baurle PsyD¹, Ethan Cumbler MD⁶, Sarah Tevis MD²

Affiliations:

- 1 University of Colorado, School of Medicine, Aurora, CO, USA
- 2 University of Colorado, Department of Surgery, Aurora, CO, USA
- 3 University of Colorado School of Medicine, Adult and Child Center for Outcomes Research and Delivery Science (ACCORDS), Aurora, CO, USA
- 4 University of Colorado, Department of Radiology, Aurora, CO, USA
- 5 University of Colorado, Department of Pathology, Aurora, CO, USA
- 6 University of Colorado, Department of Medicine, Aurora, CO, USA
- 7 Denver Health, Department of Surgery, Denver, CO, USA

Abstract

Background

Through online health portals, patients receive complex medical reports without interpretation from their healthcare provider. This study evaluated the usability of MedEd, a patient engagement tool providing definitions of medical terminology in breast pathology and radiology reports.

Methods

Individuals who underwent a normal screening mammogram were invited to complete semi-structured interviews where they downloaded MedEd and discussed their download experience. Acceptability, appropriateness, and feasibility of MedEd were evaluated.

Results

143 individuals were invited to participate, and 14 semi-structured interviews were completed. Participants reported ease of downloading and navigating MedEd with concerns about privacy and others' abilities to download. Participants demonstrated high acceptability (mean 4.48/5, SD 0.95), appropriateness (mean 4.66/5, SD 0.83), and feasibility (mean 4.48/5, SD 1.04) scores.

Conclusion

Participants expressed excitement for future use of MedEd and provided suggestions for improvements. Next steps include evaluating comprehension of real breast reports while using MedEd and expanding patient access.