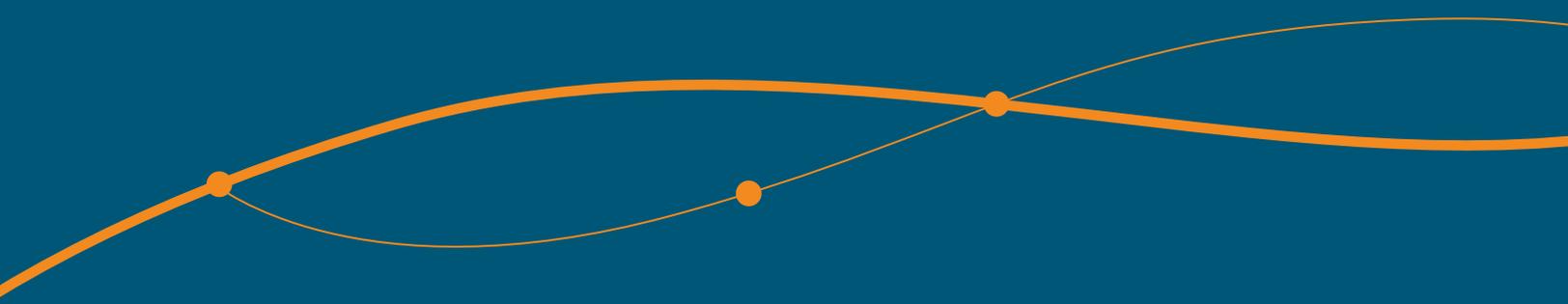


2015 **Patient Survey Report**

Connected Care and the
Patient Experience



Connected Care and the Patient Experience

Americans say doctors still walk into most appointments without critical information about their patients.



Patients are forced to take matters into their own hands

29% needed to physically bring test results, x-rays, or health records from one doctor's office to another.

40% revealed that they have difficulty accessing their own medical records and two in three are only somewhat confident, if at all, that they would be granted access to their own medical information within 24 hours.

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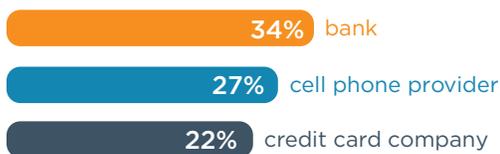


50% of Americans agree that **renewing a driver's license would require less paperwork than seeing a doctor for the first time.**

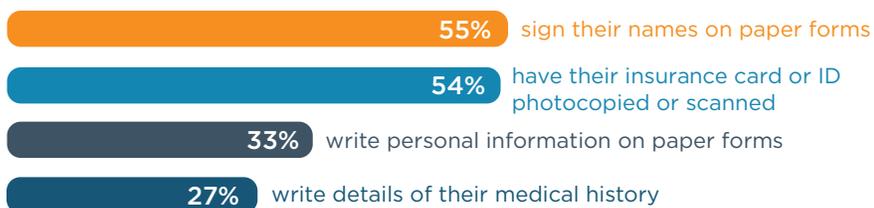
Americans are just as likely to be **frustrated when filling out paperwork** at a doctor's office as they would be when buying a new car.



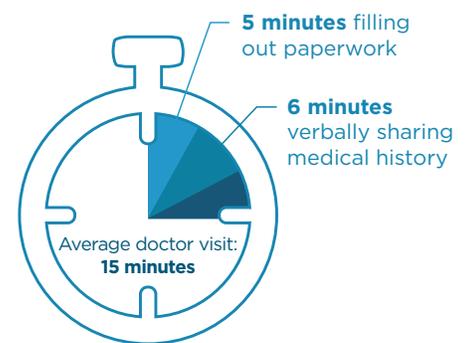
Many Americans would rather call customer service for their bank, cell phone provider, or credit card company **than their health insurance provider.**



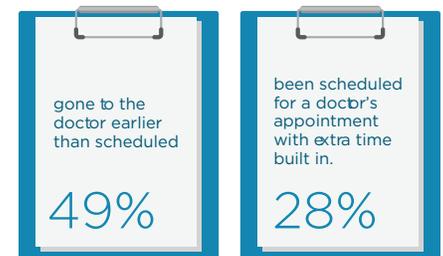
Despite advancements in digital technology, **paper is still persistent throughout healthcare.** Americans report that they frequently or always:



Patients are spending most of their doctor's visit filling out paper



To deal with the paperwork required, many Americans admit they have:



A more digitally connected doctor would make millions of people breathe a sigh of relief.



Patients would become far more open with their doctor **if they could communicate via email or text** instead of phone only.

- 51% would reach out more often
- 46% would feel more comfortable asking questions
- 43% would feel less rushed when asking questions



Patients feel **doctors using computers or tablets over paper during a visit are:**

- 70% organized and efficient
- 40% innovative
- 33% competent



Practices that have **adopted technology to replace analog methods of administrative tasks**, such as scheduling appointments online, make patients feel:

- 68% a sense of relief
- 65% confidence
- 55% comfort

Providers that do not make an effort to improve electronic health information sharing could lose patients to others that are more technologically advanced.

40% more likely to recommend their doctor to others

36% less likely to switch to a new doctor

If evaluating two comparable doctors, **patients would select the one who let them:**

57% fill out paperwork online before visit

54% receive test results online

57% store medical records electronically

54% schedule appointments online