

Patient Online - providing online access to test results

Why do it?

There are **many benefits** to patients viewing their test results online. Practices with more patients registered for online test results have found that this:



reduces calls and appointments from patients wanting to know their test results.

stimulates the use of e-consultations and **technology**.



encourages **greater involvement** by patients in their care and there is the potential for earlier treatment as results are accessible 24/7.

improves **patient satisfaction** by providing a more convenient way to access their results.



What if:

Patients may not check their result and miss something that is abnormal.

Please do:

- Review the workflow to ensure patients continue to receive any follow-up. Continue to adopt “recall” system for abnormal results.
- Ensure patients are informed that they need to check their results.

Patients see inaccurate or inappropriate results.

- Results should only be viewable by patients once they have been filed by clinicians. Adopt a process so that sensitive results are redacted or hidden as they are filed.
- INPS/Vision practices should consider disabling the auto filing functionality.

We get additional patient queries for abnormal results slightly outside normal range or that are normal for that patient.

- Patient will see coded actions and follow-up as part of normal access.
- Practices should consider offering free text access to provide more information to patient. - Within EMIS this can be enabled just for results. In SystemOne free text provided in the “other” reason will be displayed to patient automatically.

How to do it?



Encourage patients to register for online services and explain the benefits of them viewing their results online:

- Make online **the “default” way** to obtain test results – only those patients that cannot or do not wish to use online services are directed to call or visit the practice.
- **Automatically provide** patients with their online registration details when they are sent for a test.
- Ensure practice staff members are **aware of this new approach** and that patients will be able to see their results and any comments once they have been reviewed/filed.
- **Consider enabling free text access** so patients can view their clinician’s comments (with prospective date). In EMIS it is possible to enable free-text for just test results.



The functionality to provide online access to test results is already available for all main suppliers at no additional cost.

More information:

- www.england.nhs.uk/patient-online
- <http://elearning.rcgp.org.uk/patientonline>
- View our case studies, in particular the one on the advantages of online test results: www.england.nhs.uk/patient-online/case-studies
- Email: England.patient-online@nhs.net

Order promotional materials:

Visit www.england.nhs.uk/materialsforpatient/ and order posters, leaflets, appointment cards, bunting, balloons and more, **free of charge**.