Electronic Communication with Patients, the Future is NOW!

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Consumer interest in digital solutions outpaces availability

<table>
<thead>
<tr>
<th>Digital health delivery solution</th>
<th>Percentage desiring solution</th>
<th>Percentage with access to solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Electronic physician visits or ability to email physician</td>
<td>89%</td>
<td>11%</td>
</tr>
<tr>
<td>Online prescription renewal</td>
<td>89%</td>
<td>6%</td>
</tr>
<tr>
<td>Online appointment booking</td>
<td>89%</td>
<td>7%</td>
</tr>
<tr>
<td>View personal health information online (e.g. lab results)</td>
<td>90%</td>
<td>11%</td>
</tr>
</tbody>
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Canada Health Infoway presentation, eHealth Conference, June 2015
Areas for consideration

- Privacy and security of patient health information
- Secure exchange of information
- Impact on provider time and productivity
- Remuneration models
- Email technology integrated with electronic medical record
- Effort and investment to deploy
Guiding the Path in Healthcare

- **Vendors**
  - Offer solutions that integrate with provider’s system of daily use
  - Offer solutions that provide patients with multiple capabilities (email, lab results, appointment scheduling, prescription renewals)
  - Provide secure information exchange

- **Patients**
  - Greater engagement and higher degree of self-management
  - Greater connectedness with care team, improved relationship and greater patient-provider continuity