

Facilitator of Trust Or Mediator of Communication The EHR and the Patient Physician Relationship

Gwen Darien
Executive Vice President, Patient Advocacy
and Engagement
Patient Advocate Foundation and National
Patient Advocate Foundation

I didn't see it coming

Seeing the patient as a person

I couldn't see the door in the exam room, which was L-shaped. I could only hear a knock, and then, her voice reading the EHR: "I'm sorry, it's breast cancer," the surgeon said.

I did not see it coming.

Context is everything

Seeing the whole patient

- In the age of COVID, telehealth as home visit
- Unequal access and treatment persists despite, or because of, medium of health care encounters
- Patient portals, the good, the bad and the challenging

It's not what you say, it's what you write

Transparency and trust

- Words matter, observations endure, bias persists
- Patients as readers, loaded language
- Undermining trust, mismatch between conversation with health care provider and medical notes

Sharing the screen

Empowering patients and improving communications

- Patient-centered EHR communication
- Using the EHR to build and sustain bi-directional trust
- Supports patient empowerment and self-advocacy

The EHR, a Tool for Health Facilitator for healing relationships

- The EHR can be a powerful tool for health. But be mindful of:
 - Screen as mediator
 - Seeing the whole patient
 - Words matter
 - Consider the patient and family as readers
- Patient-Centered EHR communication as foundation for patient empowerment, trust building and healing relationships