INTRODUCTION & METHODS: Our research aimed to evaluate the changes that may occur in the patient-provider relationship due to the implementation of electronic medical records. We compared open ended responses from providers and patients regarding EMRs. We hypothesized that providers would be satisfied with the implementation of EMRs due to the economic benefits and increased quality of care. This study used a quantitative approach to measure the effect, if any, that electronic medical records have on the healthcare system as a whole. Nine healthcare from hospitals located in Boston, MA and five patients were asked a series of open ended questions regarding their opinions while using electronic medical records.

How do Electronic Medical Records Improve Patient Care?

- Reduces Medical Error/safeguard against prescriber error
- Alerts of medications and dangerous drug interactions & allergies
- Double checks doses
- More accurate time coding
- Easier to document
- Continuity of care
- Improves/integration/collaboration/communication
- Saves time and guides most of the patient-provider interaction
- Accessibility throughout the hospital
- Prevent unnecessary or duplicate tests, procedures, assessments
- Safer storage of patient information
- More sanitary

How have EMR’s negatively affected patient care?

- Inefficiency if the user is not an expert with the system
- Creates extra work through poor design or usability
- Very hard to get things taken off of EMR like precautions MRSA, VRE
- Providers focus on computer and not on patients- decreases patient satisfaction
- Privacy problem
- Safety and security of EMR’s
- Potential for medical errors if user cannot find vital information
- Data can be lost

SUMMARY: Our results show that EMRs increased patient safety from the perspective of health care providers. All providers found that patients search the internet before seeking their professional opinion. It is beneficial because it teaches the patient about a possible condition but it also creates anxiety, fears, and unnecessary stress for the patient. These data supports studies by Harrington et al (2011) and Li et al (2012) showing that electronic medical records increase the quality of care that is provided to the patients. Similar to our findings, patients benefit from the EMRs because they are able to access their diagnoses and medications in an easier manner. The findings validated the hypothesis by confirming that providers are satisfied with the implementation of EMRs due to the economic benefits and increased quality of care. One interesting finding was EMR’s are more sanitary because paper records carry germs and bacteria between locations.

Our results showed that patients believe that electronic health records are beneficial because it is easier to share records with primary physicians and specialists. Patients find themselves looking for information regarding their own health on medical webpages. Patients fear that their medical records could be hacked. These responses support the study of Jamshed et al (2015) showing that breaches within the electronic medical records software has occurred. The research suggests that a password-protected system may decrease the incidences of breaches. Compared to previous research, our study evaluates primary physicians and specialists whereas previous research is focused on mainly primary physicians and hospitals overall. Our research differs from previous research conducted because we asked providers about electronic health records, and patients about electronic medical records.

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