

# PATIENT ACCESS TO HEALTH RECORDS IN HEALTH GATEWAY

Patients 12 years and older can get secure and convenient online access to some of their BC health records. Health Gateway is continuously adding new features to empower patients and their care teams. Find out more at [healthgateway.gov.bc.ca](http://healthgateway.gov.bc.ca)

## What patients can access today



## Newest feature

### DIAGNOSTIC IMAGING REPORTS

Patients are now able to access their diagnostic imaging reports in Health Gateway. Each report will be available **7 calendar days** after it is finalized by the report author. Reports from public imaging sites in all Health Authorities are included.

**✓ Patients will see:**

- Basic information about the exam, modality and imaging facility
- Ability to download the report PDF



Reports finalized September 1, 2023 or later are available

**⊘ Not included**

- Images
- Most private imaging facility reports \*
- Reports prior to Sept 1 2023

### COMMON QUESTIONS:

#### Is this the first time patients in BC will be able to access their diagnostic imaging reports?

No, patients in BC can already access their diagnostic imaging reports today by requesting a paper copy from the Health Records Department at the site where they received care. In addition, Interior, Island and Northern Health Authorities provide online access to diagnostic imaging reports through their patient portals.

#### Will the reports be altered for patients? Do radiologists need to adjust how they write reports?

No, the diagnostic imaging reports in Health Gateway won't be altered. Patients will be able to access the same report as their care provider. The purpose of the report is still to communicate findings to the provider. Radiologists should continue to use medical terminology and apply patient-centred documentation practices.

#### Do I need to change how I talk to patients about DI procedures before I order them?

You may wish to let the patient know that they may see the results before you do and the expected length of time you may need to evaluate the meaning of the test with other members of the care team before you will be ready to interpret it for the patient. You may want to consider giving patients more information about the implications of different results when initially ordering a procedure. E.g., let a patient know that occasionally the radiologist preparing the report may mention incidental findings or suggest further testing.

#### How will this affect unattached patients and emergency department care?

Existing processes will be followed to communicate diagnostic imaging results to unattached or emergency patients. The 7-day delay gives referring care providers time to contact the patient if needed. Patients will benefit from having access to the report to support their follow up care.

#### What happens if a patient has a complaint or wants a correction to their diagnostic imaging report?

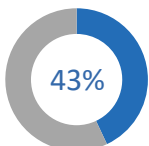
Other health authorities indicate this is rare. If a patient has a complaint or would like to request a correction to their report, they will be directed to the Health Records Department at the health authority site where they received care. Existing processes are already in place to handle these types of scenarios.

\* reports from private contracted facilities in Interior Health will be included

## How providers and patients benefit

Research shows that increasing patient access to health records results in fewer overall visits. Care providers benefit from patients' ability to be informed and to involve their extended care team.

#### Help decrease demands on your time.

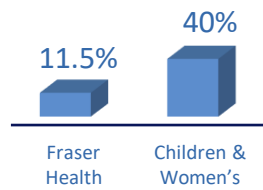


*I avoided an in-person visit to a doctor or emergency room at least once.*

Canadian Digital Health Survey 2020

#### Efficiently respond to increasing patient demand.

Increase in patient paper record requests since 2011:



#### Support patients on their health care journey.

You can help patients without a primary care provider and those who cross health authority boundaries or visit cross-functional care teams.



## PATIENT & PROVIDER QUOTES

I am able to be more prepared for appointments or conversations with my health care team. I look at the results beforehand, find out information about what they mean, educate myself, write down questions to ask in advance. There is nothing harder than being asked, "Do you have any questions?" when you have just been delivered challenging news."

*Claire S. – Patient Advocate*

In my experience, inclusion of radiology reports in the Patient Portal in IHA has not had a noticeable impact on my practice.

*Dr Kevin Beckner – Chief Radiologist, Interior Health*

## Find resources or contact us

Take a [30 min e-learning course](#) on writing patient-centred clinical documentation



Email:

[healthgateway@gov.bc.ca](mailto:healthgateway@gov.bc.ca)



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