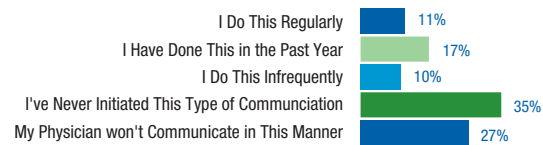


Summary

A recent study suggests that only a handful of physicians e-mail with their patients about clinical issues. The October edition of Vantage Point appears to substantiate these findings in that only one-quarter of respondents reported that they have e-mailed with their physician about a clinical issue in the past year. Additionally, 18 percent of respondents indicated that they have used an application on a mobile device to communicate health information to their physician. Respondents perceive the biggest barrier impacting this type of communication to be a lack of reimbursement for e-mail communications; half of respondents also indicated that they believe an increase in physician workload is a barrier. At the organizational level, one-third of survey respondents reported that their organization is addressing the use of e-mails by physicians for the purpose of patient care; just 10 percent of respondents indicated that their organization forbids this type of communication.

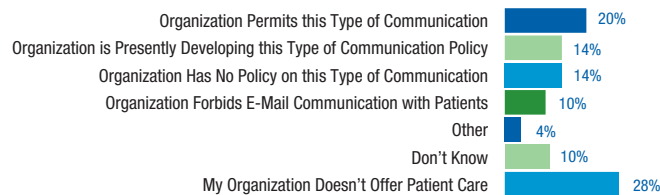
Use of E-Mail to Communicate with Physicians

One-third of respondents indicated that they have never initiated an e-mail dialogue with their physician about clinical issues. Another quarter noted that their physician will not communicate in this manner. Only 11 percent of respondents reported that they have e-mail communications with their physician regularly.



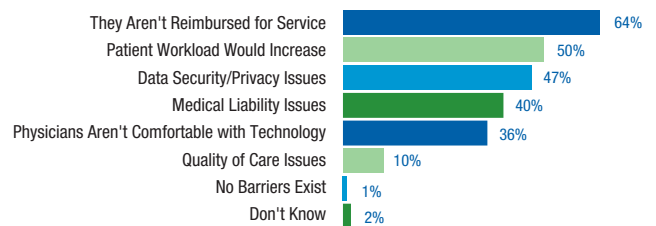
Organizational Regulation of Use of E-mail by Physicians

One-third of survey respondents reported that their organization is addressing the use of e-mails by physicians for the purpose of patient care, either by permitting this type of communication or developing a policy to regulate this type of communication. Another 10 percent of respondents indicated that their organization forbids this type of communication and 14 percent don't have a policy on this type of communication.



Key Barrier that Would Keep Physicians from Communicating via E-Mail

Respondents perceive that lack of reimbursement for e-mail communications with physicians is the key barrier preventing physicians from communicating electronically with patients. Another half of respondents indicated that they believe an increase in workload is a barrier. Less than one percent of respondents indicated that there are no perceived barriers to this type of communication.



Use of Mobile Devices to Communicate Health Information to Physicians

Mobile devices are opening up new methods for patients to communicate electronically with physicians. However, only 18 percent of respondents indicated that they have used an application on a mobile device to communicate health information to a physician.

