



# HEI Shared Experiences Forum

**Open notes and instant release of lab and imaging results have been of great value to WellSpan's patients.**

## WellSpan Relieves Test Result Anxiety for Patients

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Implementing open notes and instant release of lab and imaging results have proven to be little problem for WellSpan Health, and of great value to our patients.

Early on, as we built our portal, we faced a fork in the road as to whether we would build the portal that our providers were comfortable with, or the one that we wanted as patients. We chose the one that we believed our patients would want and use.

The biggest challenge we faced was working through the leadership support to not let the needs of the many outweigh the needs of the purely theoretical (what we worried about might happen).

The results of implementing open notes and instant release of lab/imaging results were very, very good. No patient has had to go to sleep wondering what their CT showed. If they want to know the results, they can. If they don't want to know, they don't have to look.

A few patients have found out devastating news, but they did so because they were hitting refresh looking for their results. The news would have been devastating

regardless, but after seeing their results, they could move on to planning their treatment options, not wondering about their test results.

My best advice when considering increasing the openness of your portal, is to just do it. Start small, with some studies, some labs, and build from those successes. If you need to do so politically, survey your patients about the anxiety levels they have while waiting for test results. Ask your providers whether they would wait all weekend for the CT results for their own wife or child, or if they would ask for a favor to get the results. Recognizing that they themselves would want to know helps them see it from the patient's perspective, and could help move the project forward.

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