

# How Kaiser Permanente is Enabling 3M+ to Engage in their Health

**Pamela Larson, MPH**

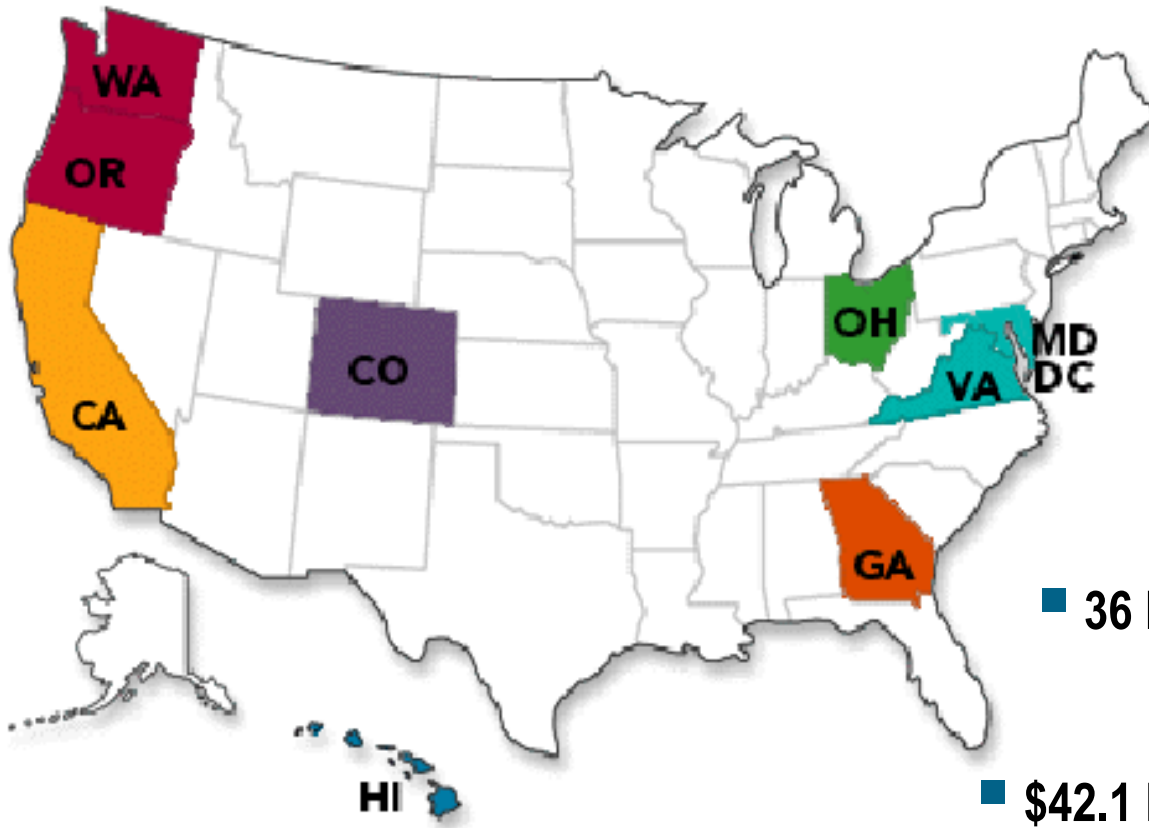
Director, Consumer Health, [kp.org](http://kp.org)

Kaiser Permanente

Internet Services Group

February 25, 2011

# A quick look at Kaiser Permanente



- Nation's largest nonprofit health plan
- Integrated health care delivery system
- 8.6 million members
- 14,500 physicians
- Serving 9 states and the District of Columbia
- 36 hospitals and medical centers
- 460+ medical offices
- \$42.1 billion annual revenues (2009)

# Our mission

**Kaiser Permanente's mission is to provide high-quality, affordable health care services to improve the health of our members and the communities we serve.**

# Integrated care delivery model is the backbone

## Physicians & Members—the digital connection



The screenshot shows the 'My Health Manager' website interface. At the top, there is a navigation bar with links: 'My health manager', 'Health & wellness', 'Health plans & services', and 'Locate our services'. Below this, there is a secondary navigation bar with links: 'My doctor', 'My medical record', 'Pharmacy center', 'Appointment center', 'My plan and coverage', and 'My message center'. The main content area features a large orange banner with the text 'Past visit information' and 'Get follow-up instructions for your past visits.' Below the banner, there is a row of icons and links: 'Past visit information', 'Order an ID card', 'Sign up for e-newsletters', 'Total Health Assessment', and 'Schedule appointments'. The bottom section contains five boxes with links: 'My message center', 'Appointment center', 'My medical record', 'My plan and coverage', and 'Pharmacy center'. Each box contains a brief description of the service and a link to the relevant page.

**My health manager** | Health & wellness | Health plans & services | Locate our services

My doctor | My medical record | Pharmacy center | Appointment center | My plan and coverage | My message center

**Past visit information**

Get follow-up instructions for your past visits.

Past visit information | Order an ID card | Sign up for e-newsletters | Total Health Assessment | Schedule appointments

**My message center**

Exchange secure e-mail with your doctor's office in [my message center](#). You also can go there to contact our Member Services and Web manager.

**Appointment center**

Wondering if you should book a visit? Consult our [interactive symptom checker](#), or go straight to scheduling in the [appointment center](#).

**My medical record**

See test results, immunizations, and more health information in [my medical record](#).

**My plan and coverage**

Get the facts about your plan and benefits, download forms, and more in [my plan and coverage](#).

**Pharmacy center**

You can manage your prescriptions here, or learn about specific medications in our [drug encyclopedia](#).

KP HealthConnect feeds My Health Manager

# Kaiser Permanente HealthConnect®

- The largest and most advanced non-governmental electronic health record in the world.
- Implemented specifically to transform care and service delivery.
- Our greatest benefits are the resulting improvements in quality and effectiveness of patient care.
- More than 180,000 physicians, nurses and other employees in more than 450 medical offices and 36 hospitals consult KP HealthConnect to care for their patients on a daily basis.



- As of March 2010, all Kaiser Permanente members are cared for with an electronic medical record during outpatient and inpatient encounters.
- Kaiser Permanente completed the deployment of the electronic health record in all Kaiser Permanente locations around the country in March 2010, including Kaiser Permanente's 36 hospitals.
- Integrated electronic disease registries draw on KP HealthConnect data to provide a patient-centered view of various chronic conditions facilitating the delivery of recommended care.

# Sharing the medical record with our members

## Our key principles—the medical record is:

- Transparent
- Accessible
- Consistent
- Secure

## Our watchwords are:

- Pay attention to culture change
- Listen to the voice of the member

# My Health Manager—Enabling Patient-Centered Care

## Secure view of EHR:

- View my lab test results, immunizations, allergies, past office visits, health care reminders

## Interact with care team:

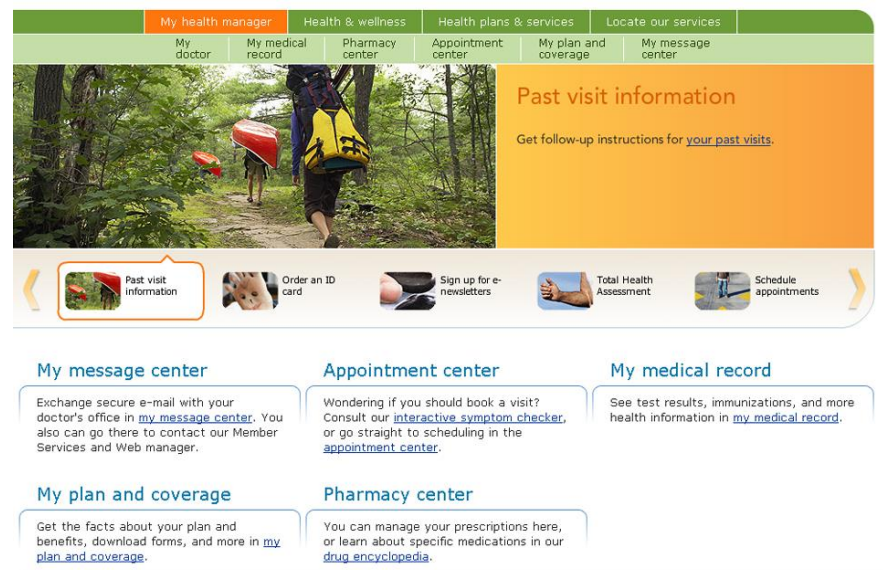
- E-mail my doctor, complete a total health assessment

## Convenient transactions:

- Refill prescriptions, manage appointments, act for a family member

## Educational opportunities:

- Links to health & drug encyclopedias, online behavior change programs





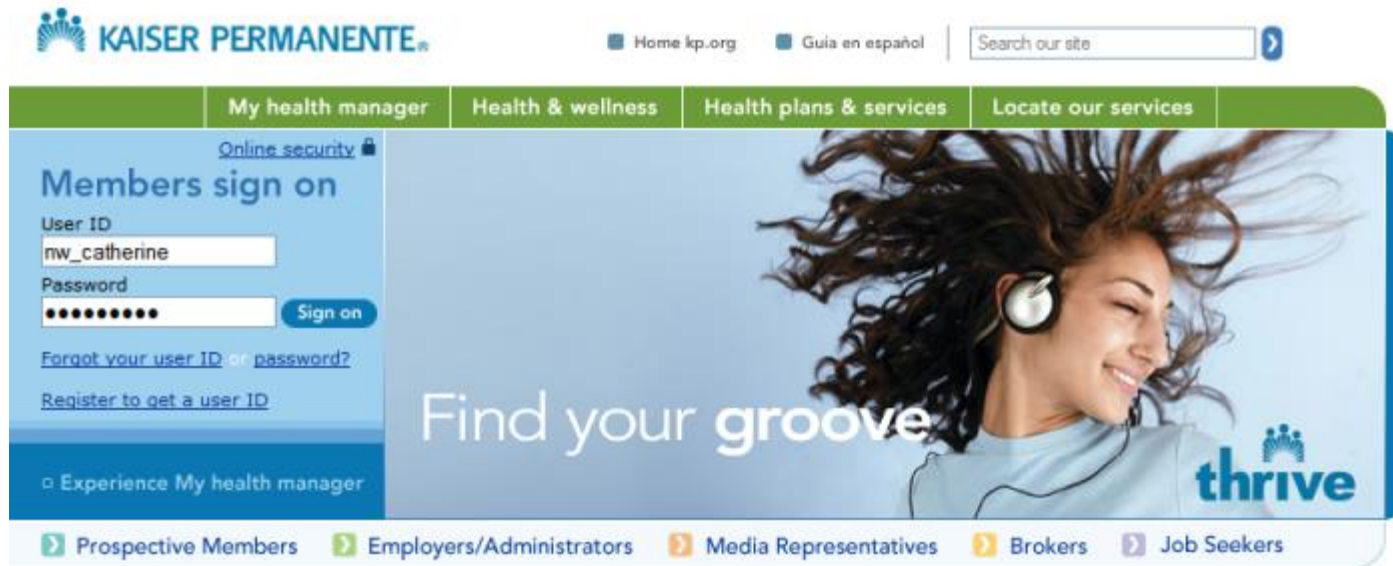
# How it works for Catherine



Age 44, married with two children, entrepreneurial retirement planner, caregiver, Northern California,



# Catherine signs on to the kp.org




The image shows the top portion of the Kaiser Permanente website. At the top left is the Kaiser Permanente logo. To its right are links for 'Home kp.org' and 'Guía en español', followed by a search bar labeled 'Search our site'. Below this is a green navigation bar with links: 'My health manager', 'Health & wellness', 'Health plans & services', and 'Locate our services'. The main content area features a 'Members sign on' section on the left with fields for 'User ID' (containing 'nw\_catherine') and 'Password' (masked with dots), a 'Sign on' button, and links for 'Forgot your user ID or password?' and 'Register to get a user ID'. To the right of the sign-in section is a large banner with the text 'Find your groove' and a woman wearing headphones. Below the banner is a row of icons and labels: 'Prospective Members', 'Employers/Administrators', 'Media Representatives', 'Brokers', and 'Job Seekers'.

KAISER PERMANENTE®

Home kp.org | Guía en español | Search our site

My health manager | Health & wellness | Health plans & services | Locate our services

Online security 

**Members sign on**

User ID  
nw\_catherine

Password  
••••••••

Sign on

[Forgot your user ID or password?](#)

[Register to get a user ID](#)

Experience My health manager

Find your groove

thrive

Prospective Members | Employers/Administrators | Media Representatives | Brokers | Job Seekers

## Important notices

Protect yourself and your family: [Get vaccinated for flu](#) and [whooping cough](#).



### Health and wellness

Screening and early detection are [your best defenses against breast cancer](#).

Our fall lineup

[Video](#): healthy shopping, cooking, and snacking for busy families



### Health plans and services

A perfect match of choice and price: [Apply for coverage](#).

Plans for peace of mind

[Losing your coverage?](#) We can help.  
Explore [individual and family plans](#).

# She selects her father Bob's medical record

**KAISER PERMANENTE**

My profile | Guía en español | Search our site

Sign off | Welcome CATHERINE

**My health manager**

- My doctor
- My medical record**
- Appointment center
- Pharmacy center
- My plan and coverage
- My message center

**My health manager**

- My medical record**
- Allergies
- Health care reminders
- Health summary
- Immunizations
- Ongoing health conditions
- Past visit information
- Test results
- Wallet card

**My medical record**

You are viewing information for: **CATHERINE LNAMEONE**

[Is someone missing from your list?](#)

**Ready for a change?**

Set goals and see results with [free online programs](#) for weight loss, insomnia, stress, and more.

**Related links**

- Act for a family member
- Drug encyclopedia
- E-mail my doctor
- Health encyclopedia
- Total health assessment

**Health Alerts**

- [You have new messages from your doctor's office.](#)
- [You have upcoming appointments.](#)
- [You have overdue or upcoming health reminders.](#)
- [You have new test results.](#)

View and print details of your medical record. Look after your family's health, too — you can view your child's health history and get immunization records for school or summer camp.

# The page refreshes with Bob's information

## Catherine views his new test results

The screenshot shows the Kaiser Permanente patient portal interface. At the top, the logo and navigation links are visible. The main navigation bar includes 'My health manager', 'Health & wellness', 'Health plans & services', and 'Locate our services'. The 'My health manager' section is active, showing a sidebar with links like 'Allergies', 'Health care reminders', and 'Test results'. The main content area displays 'My medical record' for 'BOB LNAMEONE'. A 'Health Alerts' box contains several messages, with 'You have new test results' circled in red. Other alerts include 'You have new messages from your doctor's office', 'You have upcoming appointments', and 'You have overdue or upcoming health reminders'. A 'Ready for a change?' box promotes free online programs for weight loss, insomnia, stress, and more. The footer contains links for terms, privacy, and contact information.

**KAISER PERMANENTE**

Sign off | Welcome CATHERINE

**My health manager**

- My doctor
- My medical record**
- Appointment center
- Pharmacy center
- My plan and coverage
- My message center

**My medical record**

- Allergies
- Health care reminders
- Health summary
- Immunizations
- Ongoing health conditions
- Past visit information
- Test results
- Wallet card

**My medical record**

You are viewing information for **BOB LNAMEONE**

[Is someone missing from your list?](#)

**Health Alerts**

- [You have new messages from your doctor's office.](#)
- [You have upcoming appointments.](#)
- [You have overdue or upcoming health reminders.](#)
- [You have new test results.](#)

**Ready for a change?**

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View and print details of your medical record. Look after your family's health, too — you can view your child's health history and get immunization records for school or summer camp.

[Terms & conditions](#) [Privacy practices](#) [Site policies](#) [About us](#) [Contact Web manager](#)  
[Web awards & accreditations](#) [Careers](#) [Technical information](#) [Web site map](#) [Home kp.org](#)

# She selects the Lipid Panel link (cholesterol results)

**KAISER PERMANENTE**

Sign off | Welcome CATHERINE

My health manager | Health & wellness | Health plans & services | Locate our services

My doctor | My medical record | Appointment center | Pharmacy center | My plan and coverage | My message center

### My health manager

- My medical record
  - Allergies
  - Health care reminders
  - Health summary
  - Immunizations
  - Ongoing health conditions
  - Past visit information
  - Test results**
  - Wallet card

### Test results

Help with test results

You are viewing information for **BOB LNAMEONE**

[Is someone missing from your list?](#)

[Printer-friendly version](#)

For details about one of your test results, click the "Test" link below. For more information about which test results are included in this list, please see the [help](#) section. Keep in mind, not all of your test results may be listed below.

Date	Test	Ordered by
9/17/2010	<b>LIPID PANEL</b>	Arthur Hayward
9/17/2010	<a href="#">CBC (COMPLETE BLOOD COUNT) WITHOUT DIFFERENTIAL</a>	Arthur Hayward
9/17/2010	<a href="#">HEMOGLOBIN A1C</a>	Arthur Hayward
9/17/2010	<a href="#">CBC (COMPLETE BLOOD COUNT) WITH DIFFERENTIAL, AUTO</a>	Arthur Hayward
5/12/2010	<a href="#">GLUCOSE, FASTING</a>	Arthur Hayward
5/12/2010	<a href="#">LIPID PANEL</a>	Arthur Hayward
5/12/2010	<a href="#">CBC (COMPLETE BLOOD COUNT) WITHOUT DIFFERENTIAL</a>	Arthur Hayward
2/9/2010	<a href="#">LIPID PANEL</a>	Arthur Hayward
2/9/2010	<a href="#">TSH (THYROID STIMULATING HORMONE) WITH REFLEX TO FREE T4</a>	Arthur Hayward
12/30/2009	<a href="#">TSH (THYROID STIMULATING HORMONE) WITH REFLEX TO FREE T4</a>	Arthur Hayward
12/30/2009	<a href="#">FREE T4</a>	Arthur Hayward
11/13/2009	<a href="#">LIPID PANEL</a>	Arthur Hayward

Test results 1 - 12

If you have any questions, please call [populated by region-specific phone number].

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# She views the results and notes; they are normal

## Related links

- [Act for a family member](#)
- [Drug encyclopedia](#)
- [E-mail my doctor](#)
- [Health encyclopedia](#)
- [Total health assessment](#)

For general information about a type of test procedure, click "About this test."

If an "A" is displayed in the "Flag" column, the test result is outside the normal range.

To compare test results over time, click the "View past results" button.

## Comments from your doctor's office

Comments added by Arthur Hayward

## Component results

Component	Your result	Standard range	Units	Flag
CHOLESTEROL	193	- <239-	mg/dL	
TRIGLYCERIDE	101	- <199-	mg/dL	
HDL	79	>40- -	mg/dL	
LDL CALCULATED	94	- <129-	mg/dL	

[View past results](#)

## General information

**Collected:**

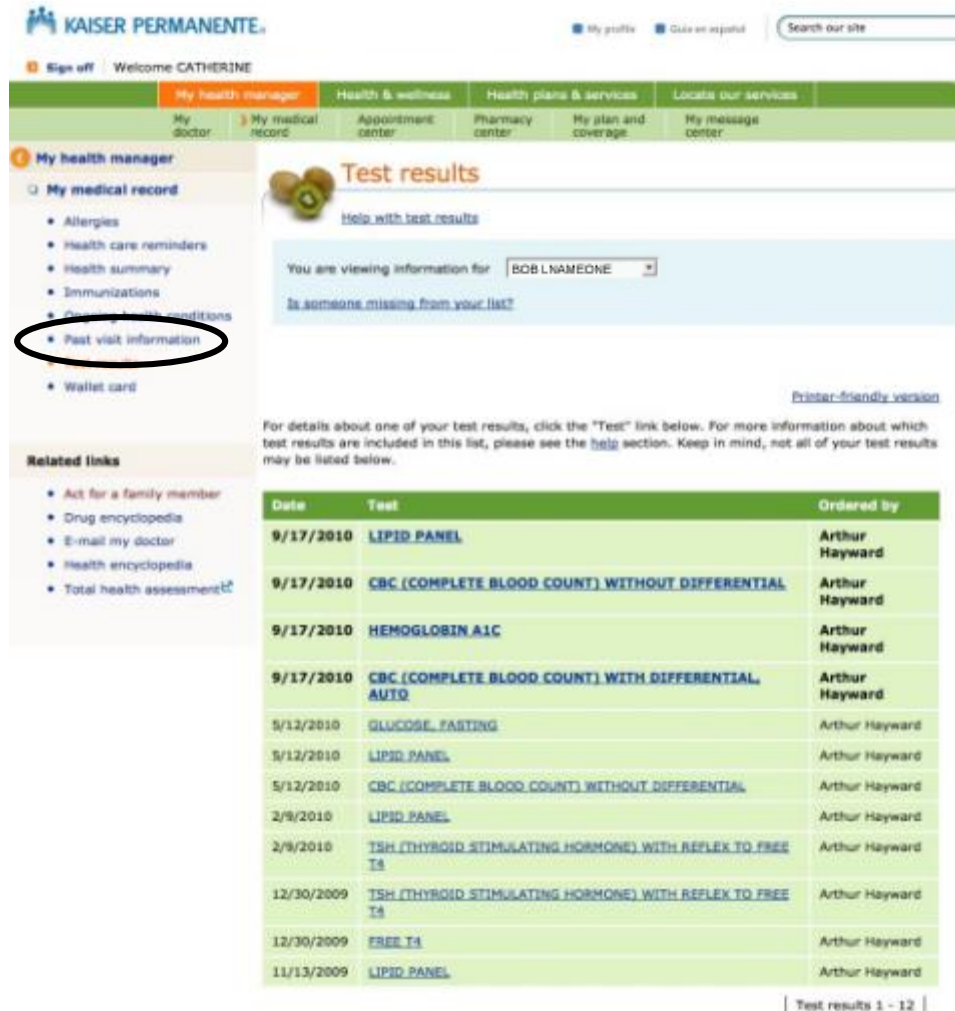
9/17/2010 9:02 AM

**Date of results:**

9/17/2010 9:02 AM



She clicks on “Past Visit Information” to see if there’s anything else she needs to be aware of



The screenshot shows the Kaiser Permanente My Health Manager interface. The left sidebar under 'My health manager' has a list of links: 'My medical record', 'Allergies', 'Health care reminders', 'Health summary', 'Immunizations', 'Current health conditions', 'Past visit information' (circled), and 'Wallet card'. The main content area is titled 'Test results' and shows a dropdown menu for 'BOB L NAMEONE'. Below this is a table of test results.

Date	Test	Ordered by
9/17/2010	<a href="#">LIPID PANEL</a>	Arthur Hayward
9/17/2010	<a href="#">CBC (COMPLETE BLOOD COUNT) WITHOUT DIFFERENTIAL</a>	Arthur Hayward
9/17/2010	<a href="#">HEMOGLOBIN A1C</a>	Arthur Hayward
9/17/2010	<a href="#">CBC (COMPLETE BLOOD COUNT) WITH DIFFERENTIAL, AUTO</a>	Arthur Hayward
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12/30/2009	<a href="#">FREE T4</a>	Arthur Hayward
11/13/2009	<a href="#">LIPID PANEL</a>	Arthur Hayward

Test results 1 - 12 |

# She sees Bob's recent visits and selects the most recent one:

## Monday, July 26 – Skyline Family Practice

The screenshot shows the Kaiser Permanente patient portal interface. The user is logged in as CATHERINE. The main navigation bar includes links for My health manager, Health & wellness, Health plans & services, and Locate our services. The left sidebar shows the My health manager menu with options like My medical record, Allergies, Health care reminders, Health summary, Immunizations, Ongoing health conditions, Past visit information (selected), Test results, and Wallet card. The main content area displays the Past visit information for BOB LNAMEONE. It includes a list of past visits with columns for Date/Time, Description, and Department. The most recent visit is on Monday, July 26, 2010, at Skyline Family Practice.

**KAISER PERMANENTE®**

Sign off | Welcome CATHERINE

**My health manager**

- My doctor
- My medical record
- Appointment center
- Pharmacy center
- My plan and coverage
- My message center

**Past visit information**

Help with past visit information

You are viewing information for **BOB LNAMEONE**

[Is someone missing from your list?](#)

[Printer-friendly version](#)

For details about one of your past visits, click the "Date/Time" link below.

For more information about what types of visits are included in this list, please see the [help](#) section. Keep in mind, not all of your past visit information may be listed below.

Date/Time	Description	Department
<a href="#">Monday July 26, 2010</a>	Routine Visit with Arthur Hayward	Skyline Family Practice
<a href="#">Monday July 19, 2010</a>	Routine Visit with Arthur Hayward	Skyline Family Practice
<a href="#">Friday July 02, 2010</a>	Routine Visit with Arthur Hayward	Skyline Family Practice
<a href="#">Wednesday May 12, 2010</a>	Routine Visit with Arthur Hayward	Skyline Family Practice
<a href="#">Friday May 2, 2010</a>	Routine Visit with Arthur Hayward	Skyline Family Practice
<a href="#">Tuesday April 4, 2010</a>	Routine Visit with Arthur Hayward	Skyline Family Practice

Past visits 1 - 6

**At-home care**

Review patient instructions for [after your visit or procedure](#)

**Related links**

- Act for a family member
- Drug encyclopedia
- E-mail my doctor
- Health encyclopedia
- Total health assessment



# She arrives at the Past Visit Information page for July 26

[Sign off](#) | Welcome CATHERINE

My health manager

Health & wellness

Health plans & services

Locate our services

My doctor

My medical record

Pharmacy center

Appointment center

My plan and coverage

My message center


< My health manager

My medical record

- Allergies
- Health care reminders
- Health summary
- Immunizations
- Ongoing health conditions
- Past visit information**
- Test results
- Track my health
- Wallet card

Related links

- Act for a family member
- Drug encyclopedia
- E-mail my doctor
- Health encyclopedia



## Past visit information

[Help with past visit information](#)

You are viewing information for BOB LNAMEONE

[Is someone missing from your list?](#)

[Printer-friendly version](#)

At-home care

Review patient instructions for [after your visit or procedure](#).

General information

**What:**  
Office Visit with Arthur Hayward

**When:**  
Monday July 26, 2010

**Where:**  
Initial Department

She notes Bob's blood pressure is slightly elevated and that he's to return 3 months later

#### Vitals

**Blood Pressure:**

140/90

**Pulse:**

65

**Temperature:**

99

**Temp source:**

Oral

**Respiration:**

25

**Height:**

5' 8" (1.727 m)

**Weight:**

140 lb (63.504 kg)

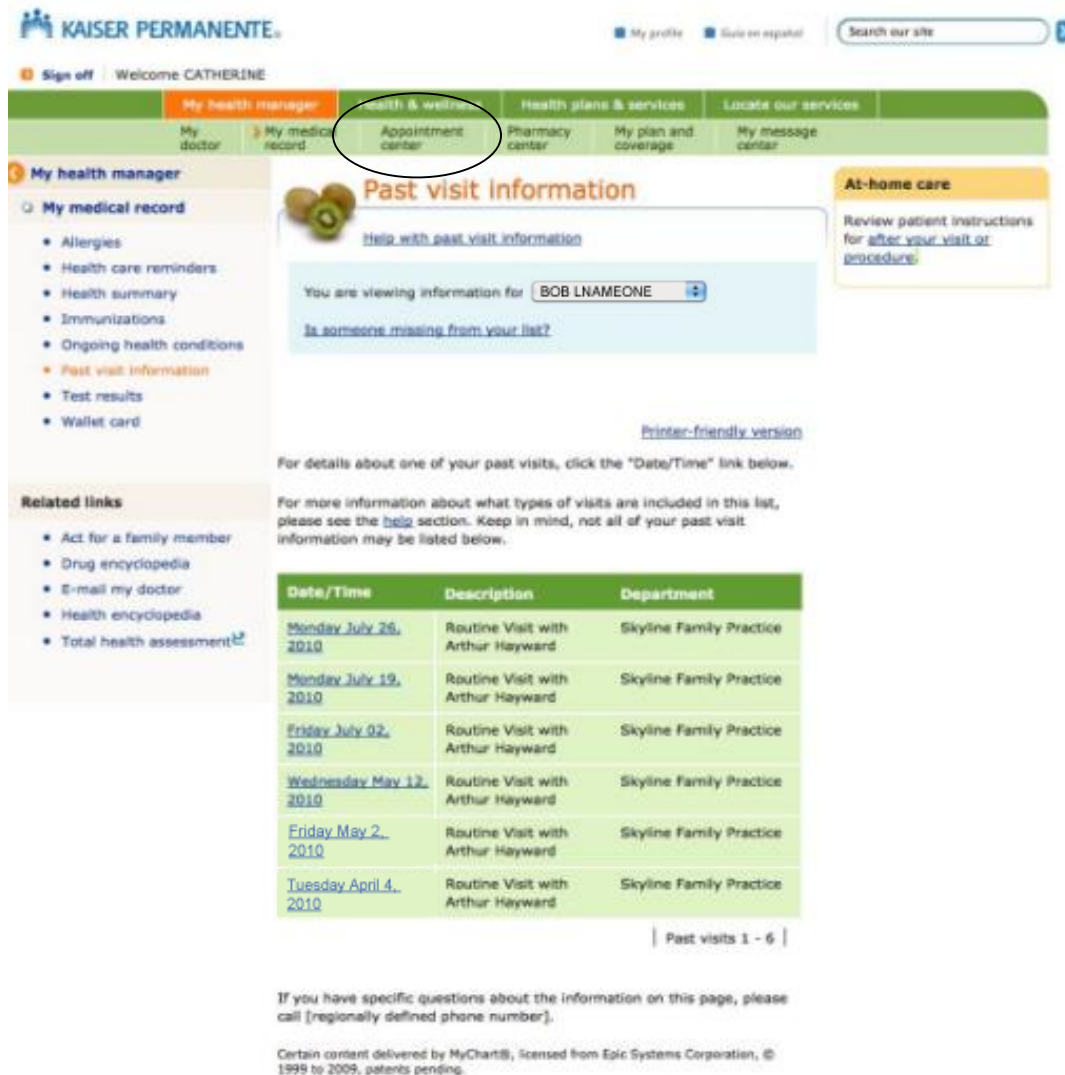
#### Patient instructions

Patient instructions added Hayward

#### Follow-up instructions

Return in three months (around October 26, 2010)

# She navigates to “Appointment Center”



The screenshot shows the Kaiser Permanente patient portal interface. The top navigation bar includes links for "My profile", "Site en español", and a search bar. Below this, a secondary navigation bar highlights the "Appointment center" tab, which is circled in red. Other tabs in this bar include "My health manager", "Health & wellness", "Health plans & services", and "Locate our services".

On the left side, under "My health manager", the "My medical record" section is expanded, showing a list of links: Allergies, Health care reminders, Health summary, Immunizations, Ongoing health conditions, **Past visit information** (highlighted in orange), Test results, and Wallet card.

The main content area is titled "Past visit information" and features a sub-header "Help with past visit information". It displays a search bar with the name "BOB LNAMEONE" and a link "Is someone missing from your list?". Below this, there is a "Printer-friendly version" link and a paragraph explaining that users can click the "Date/Time" link for details about a specific visit.

A table lists the past visits, with columns for "Date/Time", "Description", and "Department". The table contains six rows of data, all showing "Routine Visit with Arthur Hayward" at "Skyline Family Practice".

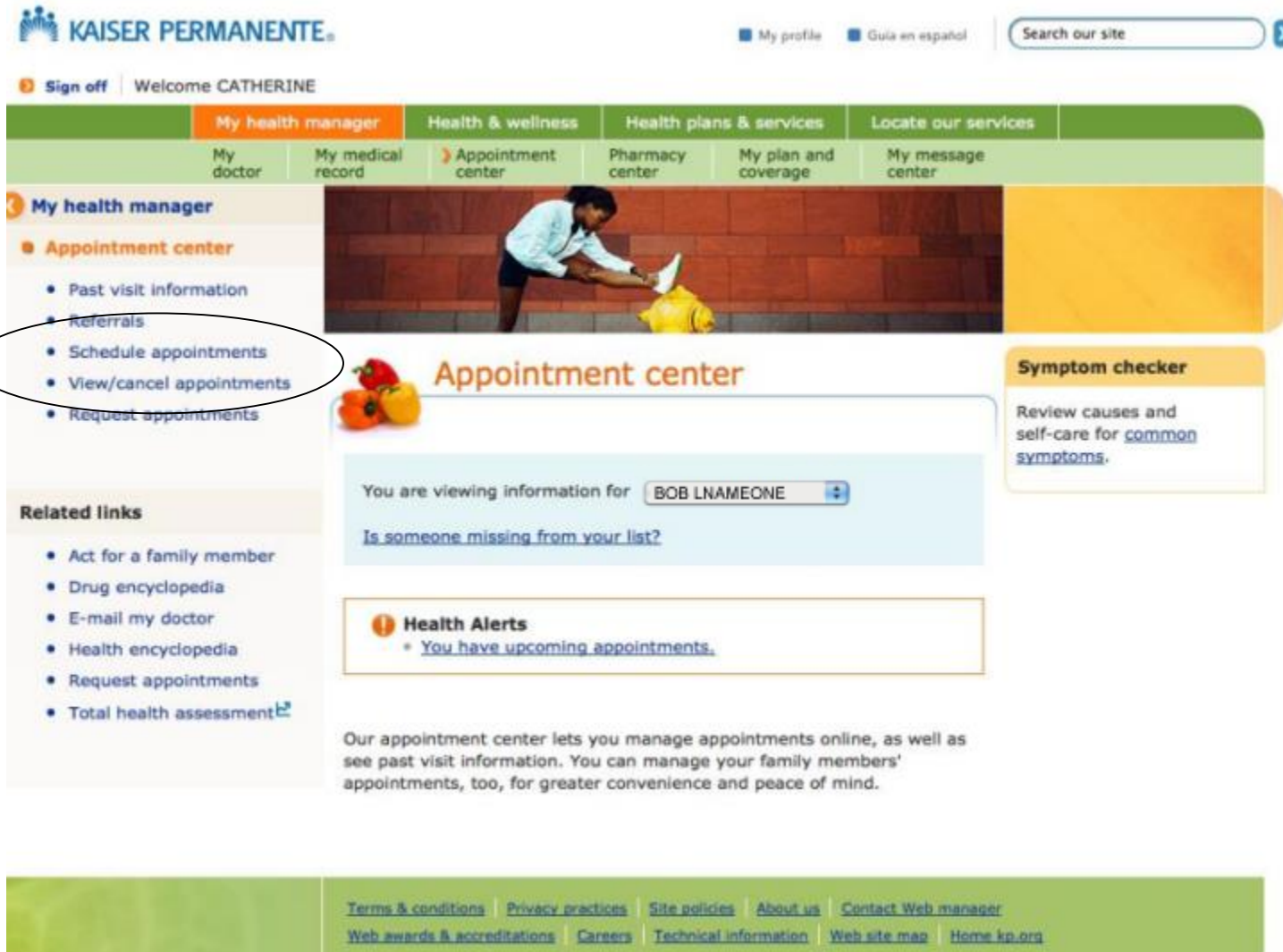
At the bottom of the table, there is a pagination link: "Past visits 1 - 6".

Below the table, there is a paragraph stating: "If you have specific questions about the information on this page, please call [regionally defined phone number]."

At the very bottom, a small disclaimer reads: "Certain content delivered by MyChart®, licensed from Epic Systems Corporation, © 1999 to 2009, patents pending."

Date/Time	Description	Department
<a href="#">Monday July 26, 2010</a>	Routine Visit with Arthur Hayward	Skyline Family Practice
<a href="#">Monday July 19, 2010</a>	Routine Visit with Arthur Hayward	Skyline Family Practice
<a href="#">Friday July 02, 2010</a>	Routine Visit with Arthur Hayward	Skyline Family Practice
<a href="#">Wednesday May 12, 2010</a>	Routine Visit with Arthur Hayward	Skyline Family Practice
<a href="#">Friday May 2, 2010</a>	Routine Visit with Arthur Hayward	Skyline Family Practice
<a href="#">Tuesday April 4, 2010</a>	Routine Visit with Arthur Hayward	Skyline Family Practice

# She clicks “Schedule Appointments”



**KAISER PERMANENTE**

My profile | Guía en español | Search our site

Sign off | Welcome CATHERINE

**My health manager** | Health & wellness | Health plans & services | Locate our services

My doctor | My medical record | **Appointment center** | Pharmacy center | My plan and coverage | My message center

**My health manager**

- Appointment center
  - Past visit information
  - Referrals
  - Schedule appointments**
  - View/cancel appointments
  - Request appointments

**Appointment center**

You are viewing information for **BOB LNAMEONE**

[Is someone missing from your list?](#)

**Health Alerts**

- [You have upcoming appointments.](#)

Our appointment center lets you manage appointments online, as well as see past visit information. You can manage your family members' appointments, too, for greater convenience and peace of mind.

**Symptom checker**

Review causes and self-care for [common symptoms](#).

**Related links**

- Act for a family member
- Drug encyclopedia
- E-mail my doctor
- Health encyclopedia
- Request appointments
- Total health assessment

[Terms & conditions](#) | [Privacy practices](#) | [Site policies](#) | [About us](#) | [Contact Web manager](#)  
[Web awards & accreditations](#) | [Careers](#) | [Technical information](#) | [Web site map](#) | [Home kp.org](#)

# At “Step 1,” she clicks “Select providers first”

The screenshot shows the Kaiser Permanente MyChart website. At the top, there's a navigation bar with the Kaiser Permanente logo, a search bar, and links for "My profile" and "Guía en español". Below this is a secondary navigation bar with tabs for "My health manager", "Health & wellness", "Health plans & services", and "Locate our services". Under "My health manager", there are sub-tabs for "My doctor", "My medical record", "Appointment center", "Pharmacy center", "My plan and coverage", and "My message center". The "Appointment center" tab is selected, and it shows a list of options: "Past visit information", "Referrals", "Schedule appointments" (highlighted with an orange star), "View/cancel appointments", and "Request appointments". To the left of the main content area, there's a "Related links" section with options like "Act for a family member", "Drug encyclopedia", "E-mail my doctor", "Health encyclopedia", and "Total health assessment". The main content area is titled "Schedule appointments" and includes a warning about medical or psychiatric emergencies. Below this, there's a section for "Step 1: Choose appointment reason -or- Select providers first", which is circled in the image. This section prompts the user to select a reason for the appointment from a dropdown menu (currently showing "Office visit") and then click "Continue". There are also links for "Help with scheduling appointments" and "Is someone missing from your list?". At the bottom, there's a note about the content being delivered by MyChart360, licensed from Epic Systems Corporation.

KAISER PERMANENTE®

My profile Guía en español Search our site

Sign off Welcome CATHERINE

My health manager Health & wellness Health plans & services Locate our services

My doctor My medical record Appointment center Pharmacy center My plan and coverage My message center

My health manager

Appointment center

- Past visit information
- Referrals
- Schedule appointments
- View/cancel appointments
- Request appointments

Related links

- Act for a family member
- Drug encyclopedia
- E-mail my doctor
- Health encyclopedia
- Total health assessment

## Schedule appointments

Important: If you think you have a [medical or psychiatric emergency](#), call 911 or go to the nearest hospital. Do not attempt to access emergency care through this website. View [help](#) for more information.

If you have an [urgent symptom](#) or you want to speak with a nurse, do not use this website.

[Help with scheduling appointments](#)

You are viewing information for BOB LNAMEONE

[Is someone missing from your list?](#)

**Step 1: Choose appointment reason -or- Select providers first**

Please select a reason for the appointment below, and then click "Continue".

**Please select a reason for the appointment**

Office visit

Continue Start over

If your reason isn't listed, you can request a routine, nonurgent appointment by sending an [appointment request form](#) or by calling your Kaiser Permanente facility. See our [facility directory](#) for departments and phone numbers.

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# She selects Bob's physician and pushes "Continue"

My health manager		Health & wellness	Health plans & services	Locate our services
My doctor	My medical record	Pharmacy center	Appointment center	My plan and coverage
My message center				


My health manager

Appointment center

- Past visit information
- Schedule appointments
- View/cancel appointments

Related links

- Act for a family member
- Drug encyclopedia
- E-mail my doctor
- Health encyclopedia
- Total health assessment



## Schedule appointments

**Important:** If you think you have a [medical or psychiatric emergency](#), call 911 or go to the nearest hospital. Do not attempt to access emergency care through this website. View [help](#) for more information.

If you have an [urgent symptom](#) or you want to speak with a nurse, do not use this website.

[Help with scheduling appointments](#)

You are viewing information for BOB LNAMEONE

[Is someone missing from your list?](#)

**Step 1: Choose provider first** [-or- Select reason for visit](#)

Pre-text for showprovsearch page

**Schedule with:**

Hayward, Arthur -PCP-

Gupta, Pooja (M.D.)


Continue


Start over



# She sees available appointments and chooses a convenient time

## Related links

- Act for a family member
- Drug encyclopedia
- E-mail my doctor
- Health encyclopedia
- Total health assessment 

You are viewing information for BOB LNAMEONE 

[Is someone missing from your list?](#)

## Step 6 of 8: Choose appointment date/time

Reason for visit: Provider/Center

This is the OFFICE VISIT ROUTINE 30 MIN - 108, mapped to the ProviderCenter and Provider/Center display names.

Please select an appointment from the list below, then click "Continue."

	Date/Time	Provider	Department	Location
<input type="radio"/>	Monday November 01, 2010 8:00 AM	Hayward, Arthur -PCP-	FAMILY PRACTICE 2062/1861	Skyline Family Practice
<input type="radio"/>	Monday November 01, 2010 8:15 AM	Hayward, Arthur -PCP-	FAMILY PRACTICE 2062/1861	Skyline Family Practice
<input type="radio"/>	Monday November 01, 2010 8:30 AM	Hayward, Arthur -PCP-	FAMILY PRACTICE 2062/1861	Skyline Family Practice
<input type="radio"/>	Monday November 01, 2010 8:45 AM	Hayward, Arthur -PCP-	FAMILY PRACTICE 2062/1861	Skyline Family Practice
<input type="radio"/>	Monday November 01, 2010 9:00 AM	Hayward, Arthur -PCP-	FAMILY PRACTICE 2062/1861	Skyline Family Practice



**A few days later, Catherine's son, Aidan, has come down with a cold and is coughing. She wants to e-mail his pediatrician.**

She logs on to kp.org and chooses Aidan's medical record, then goes to "My Message Center"

**KAISER PERMANENTE**

My profile | Guia en español | Search our site

Sign off | Welcome CATHERINE

**My health manager** | Health & wellness | Health plans & services | Locate our services

My doctor | **My medical record** | Appointment center | Pharmacy center | My plan and coverage | **My message center**

**My health manager**

- My medical record
  - Allergies
  - Health care reminders
  - Health summary
  - Immunizations
  - Ongoing health conditions
  - Past visit information
  - Test results
  - Wallet card

**My medical record**

You are viewing information for **AIDAN LNAMEONE**

[Is someone missing from your list?](#)

**Ready for a change?**

Set goals and see results with [free online programs](#) for weight loss, insomnia, stress, and more.

**Related links**

- Act for a family member
- Drug encyclopedia
- E-mail my doctor
- Health encyclopedia
- Total health assessment

**Health Alerts**

- You have new messages from your doctor's office.
- You have upcoming appointments.
- You have overdue or upcoming health reminders.
- You have new test results.

View and print details of your medical record. Look after your family's health, too — you can view your child's health history and get immunization records for school or summer camp.

# She selects “E-mail My Doctor”

The screenshot shows the Kaiser Permanente website interface. At the top, the logo and name 'KAISER PERMANENTE' are visible, along with links for 'My profile', 'Guía en español', and a search bar. Below the header, a navigation bar includes 'Sign off' and 'Welcome CATHERINE'. The main navigation menu has categories: 'My health manager' (highlighted), 'Health & wellness', 'Health plans & services', and 'Locate our services'. Under 'My health manager', there are sub-links: 'My doctor', 'My medical record', 'Appointment center', 'Pharmacy center', 'My plan and coverage', and 'My message center'. The 'My message center' link is selected, leading to a page titled 'Create a message' with the sub-header 'E-mail my doctor'. A sidebar on the left lists options: 'Create a message' (with 'E-mail my doctor' selected), 'E-mail another department', 'Inbox' (with 'From my doctor' and 'From another department'), and 'Sent messages' (with 'To my doctor' and 'To another department'). The main content area shows a dropdown menu for 'You are viewing information for' set to 'AIDAN LNAMEONE', a link 'Is someone missing from your list?', and instructions on how to use the service. The 'E-mail my doctor' link is circled in red. The footer contains various links including 'Terms & conditions', 'Privacy practices', 'Site policies', 'About us', 'Contact Web manager', 'Web awards & accreditations', 'Careers', 'Technical information', 'Web site map', and 'Home kp.org'.

KAISER PERMANENTE

My profile Guía en español Search our site

Sign off Welcome CATHERINE

My health manager Health & wellness Health plans & services Locate our services

My doctor My medical record Appointment center Pharmacy center My plan and coverage My message center

My health manager

My message center

Create a message

- E-mail my doctor
- E-mail another department

Inbox

- From my doctor
- From another department

Sent messages

- To my doctor
- To another department

Create a message

E-mail my doctor

Help with e-mailing my doctor

You are viewing information for AIDAN LNAMEONE

Is someone missing from your list?

Send an e-mail to your doctor's office if you have a nonurgent health question.

**To refill a prescription**  
Visit our [pharmacy center](#) for online refills, or to request renewal of a "0 refills" prescription.


**To make or cancel an appointment**  
Visit our [appointment center](#) to schedule and cancel appointments.

E-mail my doctor

Send an e-mail to your doctor's office for answers to nonurgent health and wellness questions.

Terms & conditions Privacy practices Site policies About us Contact Web manager  
Web awards & accreditations Careers Technical information Web site map Home kp.org

# She types her question in the message box

 [My profile](#) [Guia en español](#)

[Sign off](#) | Welcome CATHERINE

[My health manager](#) [Health & wellness](#) [Health plans & services](#) [Locate our services](#)

[My doctor](#) [My medical record](#) [Pharmacy center](#) [Appointment center](#) [My plan and coverage](#) [My message center](#)

**My health manager**

**My message center**

Create a message

- E-mail my doctor
- E-mail another department

Inbox

- From my doctor
- From another department

Sent messages

- To my doctor
- To another department

**Create a message**

**E-mail my doctor**

**Important:** If you think you have a **medical or psychiatric emergency**, call 911 or go to the nearest hospital. Do not attempt to access emergency care through this website.

If you have an [urgent symptom](#) or you want to speak with a nurse, do not use this website.

[Help with e-mailing my doctor](#)

You are viewing information for [AIDAN LNAMEONE](#)

[Is someone missing from your list?](#)

Send a nonurgent e-mail to a primary care physician you, or the person you're acting for, have seen in the past [XX] days or will be seeing in the next [XX] days. The physician or someone from the physician's office will respond to your e-mail within [XX] business days.

When there is a reply to your nonurgent question, you will receive a notification at the e-mail address listed above. If this e-mail address is incorrect, please [update your e-mail profile](#). To protect private health information, we will send the actual response to your secure Kaiser Permanente mailbox.

**Please note:** If you are e-mailing for another member, the notification will be sent to you and the other member, but the actual response will be sent only to the other member's secure Kaiser Permanente mailbox.

**From:** Catherine Lnameone on behalf of Bob Lnamethree

**To the office of:**  
[Malley, Keith -PCP-](#)

**Subject:**

**Message:**

Maximum 1000 characters.

[Send](#)

**Unless you are authorized to act on behalf of another Kaiser Permanente member, it is very important that you ask questions only about your care.** We cannot respond to e-mail inquiries from you about your family members or anyone else unless you are signed on to act for that member.

All e-mails you send and receive through the secure Kaiser Permanente mailbox will become part of your medical record, unless you are signed on and using the "Act for a family member" feature on our site. It is vital for privacy and confidentiality reasons that medical information about other patients not become part of your record.

**Please note:** If you are using the "Act for a family member" feature, all e-mails you send on behalf of the other member will become part of that member's medical record.

If you have any questions, please call [populated by region-specific phone number].

Certain content delivered by MyChart®, licensed from Epic Systems Corporation, © 1999 to 2009, patents pending.

**From: Catherine Lnameone on behalf of Aidan Lnameone**

**To the office of:**

[Malley, Keith -PCP-](#)

**Subject:**

**Message:**

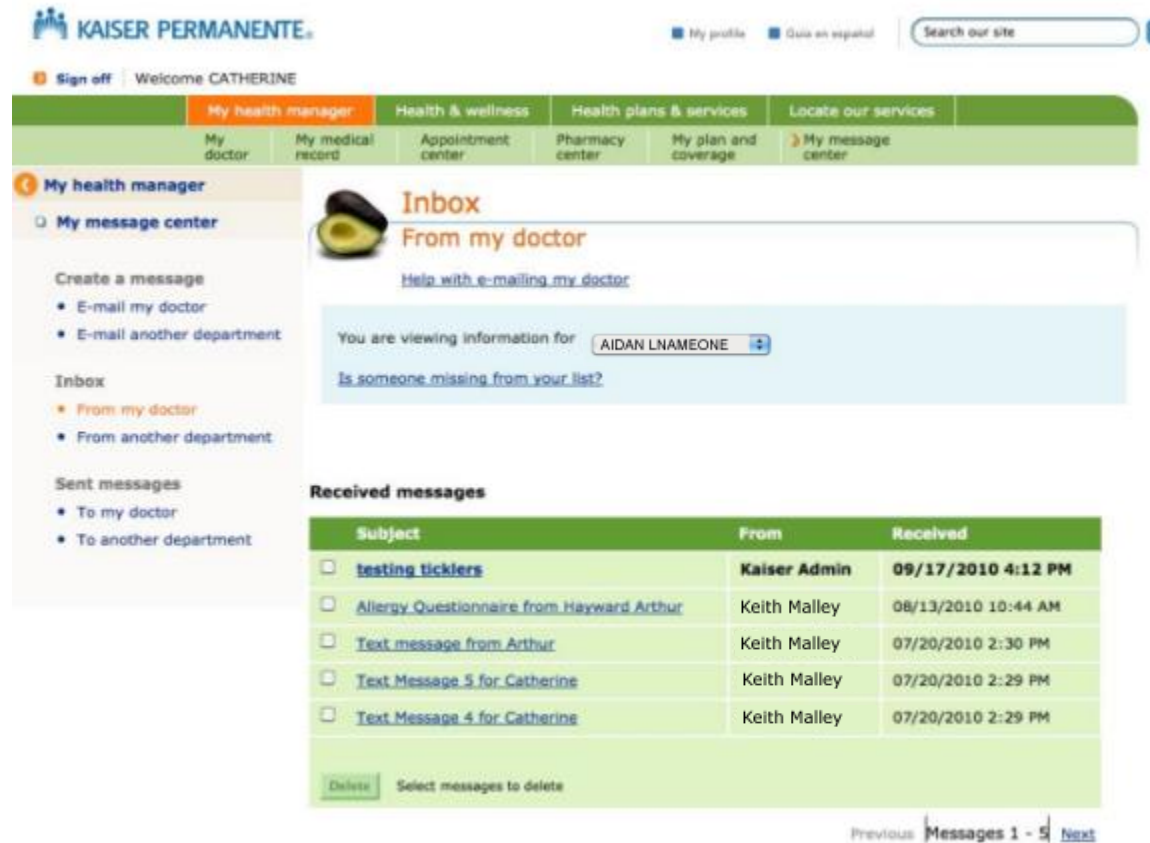
Maximum 1000 characters.

[Send](#)

**Later that day, she receives an e-mail in her preferred e-mail account notifying her that she has a reply.**

# She logs in, selects her son's record, and checks his in Inbox

## A new e-mail has arrived from his physician



**KAISER PERMANENTE**

Sign off | Welcome CATHERINE

My health manager | Health & wellness | Health plans & services | Locate our services

My doctor | My medical record | Appointment center | Pharmacy center | My plan and coverage | My message center

**My health manager**

- My message center
  - Create a message
    - E-mail my doctor
    - E-mail another department
  - Inbox
    - From my doctor**
    - From another department
  - Sent messages
    - To my doctor
    - To another department

**Inbox**

**From my doctor**

[Help with e-mailing my doctor](#)

You are viewing information for **AIDAN LNAMEONE**

[Is someone missing from your list?](#)

**Received messages**

Subject	From	Received
<input type="checkbox"/> <a href="#">testing ticklers</a>	Kaiser Admin	09/17/2010 4:12 PM
<input type="checkbox"/> <a href="#">Allergy Questionnaire from Hayward Arthur</a>	Keith Malley	08/13/2010 10:44 AM
<input type="checkbox"/> <a href="#">Text message from Arthur</a>	Keith Malley	07/20/2010 2:30 PM
<input type="checkbox"/> <a href="#">Text Message 5 for Catherine</a>	Keith Malley	07/20/2010 2:29 PM
<input type="checkbox"/> <a href="#">Text Message 4 for Catherine</a>	Keith Malley	07/20/2010 2:29 PM

[Delete](#) Select messages to delete

Previous | Messages 1 - 5 | [Next](#)

# The doctor tells her to monitor Aidan's symptoms and continue using his inhaler

[Sign off](#) | Welcome CATHERINE

My health manager		Health & wellness	Health plans & services	Locate our services
My doctor	My medical record	Pharmacy center	Appointment center	My plan and coverage
<a href="#">My message center</a>				

[My health manager](#)

[My message center](#)

Create a message


- E-mail my doctor
- E-mail another department

Inbox

- From my doctor**
- From another department

Sent messages

- To my doctor
- To another department



## Inbox

### From my doctor

[Help with e-mailing my doctor](#)

You are viewing information for

[Is someone missing from your list?](#)

[Printer-friendly version](#)

**To:**  
CATHERINE LNAMEONE

**From:**  
Malley, Keith

**Received:**  
08/1/2010 12:51 PM

Lorum ipsome s simply dummy text of the printing and typesetting industry. Lorem Ipsum has been the industry's standard dummy text ever since the 1500s, when an unknown printer took a galley of type and scrambled it to make a type specimen book. It has survived not only five centuries, but also the leap into electronic typesetting, remaining essentially unchanged. It was popularised in the 1960s with the release of Letraset sheets containing Lorem Ipsum passages, and more recently with desktop publishing software like Aldus PageMaker including versions of Lorem Ipsum.



# She remembers she has enough of the inhaler for now, but she wants a refill

Welcome, Catherine | [Logout](#)

My health manager

Health & wellness

Health plans & services

Locate our services

Live healthy

Conditions & diseases

Drugs & natural medicines

Member programs & classes

Pharmacy center

Health & wellness

Live healthy

Overview

Featured health topic

Audio (podcasts)

Recipe blog

Tools an calculators

Video

Temas sobre la salud

My prescriptions

(2) items in your cart

My prescriptions

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Phasellus vel facilisis ligula. In sapien arcu, varius ut fermentum non, faucibus nec turpis. Praesent facilisis, dui eu.

View prescriptions for: 

AIDAN

 | [Add a new family member to your list](#)

Printer friendly

Choose	Prescription	Refills remaining	Last refilled on	Status	Prescribed on
<input type="checkbox"/>	<div>QVAR, 40 mcg</div>	5	Oct-28-2008	Available for refill	Oct-28-2008
<input checked="" type="checkbox"/>	<div>Flonase</div>	3	Aug-01-2008	Available for refill	Jan-01-2008


Prescription Number: 123-45678

Instructions: Take one daily, in the evenings

Prescribing Doctor: Dr. Allison

# The inhaler medication appears in her shopping cart

## She selects “Send by U.S. Mail” and checks out

 KAISER PERMANENTE®

Home kp.org Guía en español Search our site

Sign off | Welcome, Catherine

My health manager Health & wellness Health plans & services Locate our services

My doctor My medical record Pharmacy center Appointment center Manage my health plan My message center My profile


### Pharmacy center

My health manager

Pharmacy center

- Pharmacy help
- Contact a pharmacist
- Drug encyclopedia
- Drug formulary
- Refill reminders
- Refill by Rx Number

### My shopping cart



Member	Prescription	Medical Record number	Can this be shipped?	
Aidan Lnameone	Qvar, 40 mcg	518007320	Yes	<a href="#">Remove</a>

[Add another prescription](#)

**Delivery method**

☒ Send by U.S. Mail (shipping is free)

☐ Pick up at pharmacy

[Checkout](#)

# Impact

**Adoption**

**Member satisfaction**

**Organizational**

# Adoption is driven by relevant and trusted services

56.1 percent of our members are engaged in their health online



*Estimated members with access to secure features as a percent of total eligible Kaiser Permanente membership (over age 13 with regular internet access).*

# Adoption and usage of My Health Manager is high

## High volume

**61.7M** visits to kp.org each year

**3.2M** registered members - 56% of eligible members

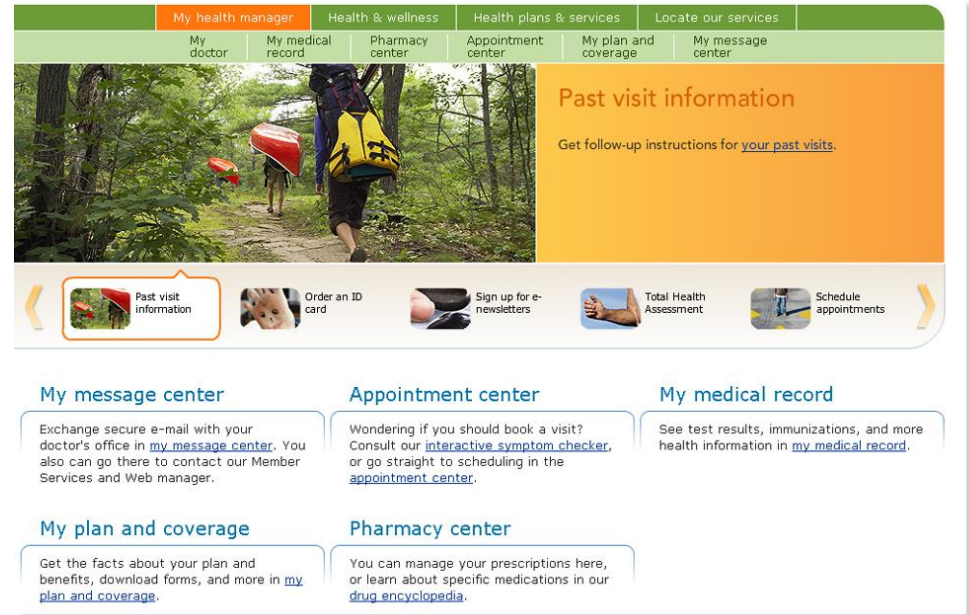
**21.7M** test results viewed

**8.6M** e-mail **messages sent**

**6.7M** prescription refilled

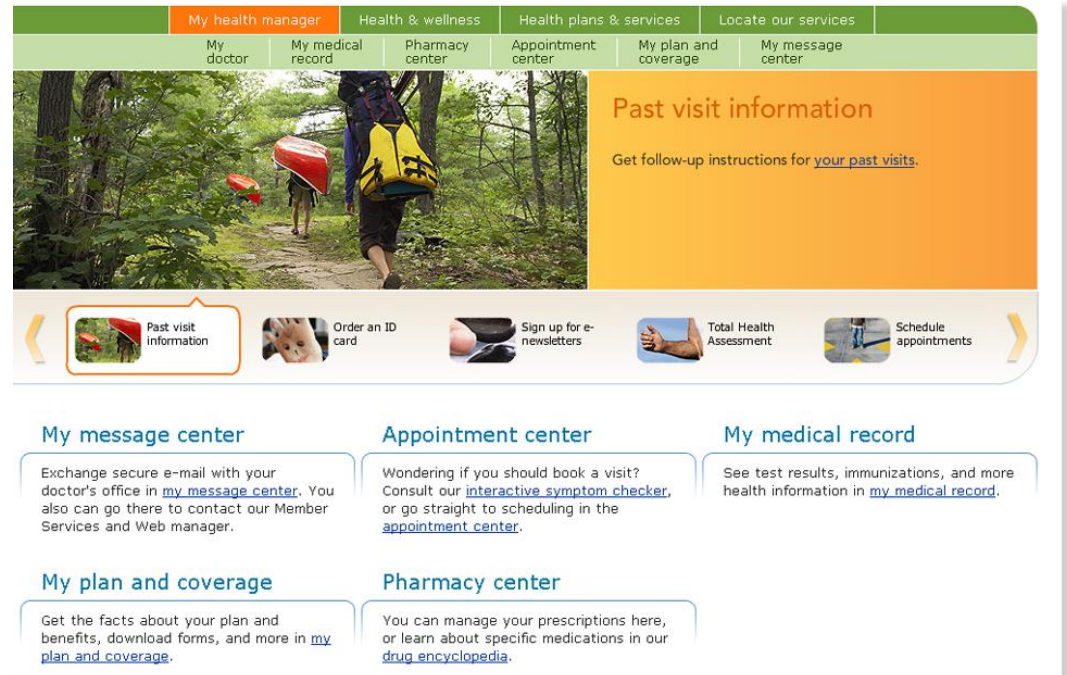
**250,000** online behavior programs taken

**4.3M** visits to health information and tools



# Adoption and usage has significant organizational impact

- Online usage is associated with voluntary retention
- Improved HEDIS scores associated with secure messaging with physician
- Efficiencies in care delivery by shifting interactions to online
- Saved paper, printing and postage costs through self-service documents





# Member satisfaction is high

Of members surveyed,  
over 90% are:

- likely or very likely to revisit kp.org
- satisfied or very satisfied with kp.org
- would recommend kp.org

The screenshot shows the 'Weight management' page on the Kaiser Permanente website. The page has a green header with the title 'A healthier weight for a healthier life'. On the left, there is a blue sidebar with a 'Weight management' menu. The main content area is white and contains text about weight management, including a link to 'Información en español sobre el manejo del peso'. On the right, there is a green sidebar with 'Tools and trackers' and 'Tip the scales in your favor' sections. The page also includes a 'Related links' section at the bottom left and a footer with review information.

My health manager Health & wellness Health plans & services Locate our services

Weight management

- Topic overview
- Basic facts
- What is a healthy weight?
- Healthy eating
- Staying active
- Eating and emotions
- Tips for parents
- Classes & programs in Northern California

Related links:

- ☐ Featured health topics
- ☐ Audio (podcasts)
- ☐ Fitness
- ☐ Healthy lifestyle programs
- ☐ Healthy living classes

« Back

## A healthier weight for a healthier life

[Información en español sobre el manejo del peso](#)

When you lose a little, you gain a lot, because regaining a healthy weight is about more than a number on a scale—it's about feeling your best, inside and out.

Whatever your reason for wanting to lose weight—a school reunion, a beach vacation, or improving your health—we have resources and support to help you reach your goals.

Losing weight and keeping it off involves the following key elements:

- [Regular physical activity](#)
- [Eating well](#)
- [Gradual lifestyle changes](#)

Select any of the links on the left to learn more about weight management, or continue on to [find your healthy weight](#).

Reviewed by: Keith Bachman, MD, May 2009  
[Complete list of reviewers](#)  
©2010 Kaiser Permanente

Tools and trackers

- [Get a personalized weight loss plan.](#)
- [Walk it off with 10,000 Steps®.](#)
- [Join Weight Watchers at a discounted rate.](#)
- [Listen to podcasts to manage your weight.](#)

Tip the scales in your favor

- [Keep a food diary.](#)
- [Try these recipes.](#)



# Members benefit from engagement in their health

## Digital Coaching results in positive health outcomes

Recent data show that over half of participants:

- lose weight, reduce stress, quit smoking, improve their nutrition habits

The screenshot shows a web application for weight management. At the top, there are navigation tabs: "My health manager", "Health & wellness", "Health plans & services", and "Locate our services". Below these is a "Back" button. The main heading is "A healthier weight for a healthier life". On the left, a sidebar titled "Weight management" lists several topics: "Topic overview", "Basic facts", "What is a healthy weight?", "Healthy eating", "Staying active", "Eating and emotions", "Tips for parents", and "Classes & programs in Northern California". Below this sidebar, under "Related links:", there are checkboxes for "Featured health topics", "Audio (podcasts)", "Fitness", "Healthy lifestyle programs", and "Healthy living classes". The main content area on the right includes a link to "Información en español sobre el manejo del peso", a paragraph about the benefits of losing weight, a paragraph about resources for weight loss, a list of key elements for losing weight (Regular physical activity, Eating well, Gradual lifestyle changes), a prompt to select links to learn more, and a "Tools and trackers" section with links like "Get a personalized weight loss plan", "Walk it off with 10,000 Steps®", "Join Weight Watchers at a discounted rate", and "Listen to podcasts to manage your weight". There is also a "Tip the scales in your favor" section with links to "Keep a food diary" and "Try these recipes". At the bottom, it says "Reviewed by: Keith Bachman, MD, May 2009", "Complete list of reviewers", and "©2010 Kaiser Permanente".

My health manager Health & wellness Health plans & services Locate our services

Back

### Weight management

- Topic overview
- Basic facts
- What is a healthy weight?
- Healthy eating
- Staying active
- Eating and emotions
- Tips for parents
- Classes & programs in Northern California

Related links:

- ☐ Featured health topics
- ☐ Audio (podcasts)
- ☐ Fitness
- ☐ Healthy lifestyle programs
- ☐ Healthy living classes

## A healthier weight for a healthier life

[Información en español sobre el manejo del peso](#)

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- [Regular physical activity](#)
- [Eating well](#)
- [Gradual lifestyle changes](#)

Select any of the links on the left to learn more about weight management, or continue on to [find your healthy weight](#).

### Tools and trackers

- [Get a personalized weight loss plan.](#)
- [Walk it off with 10,000 Steps®.](#)
- [Join Weight Watchers at a discounted rate.](#)
- [Listen to podcasts to manage your weight.](#)

### Tip the scales in your favor

- [Keep a food diary.](#)
- [Try these recipes.](#)

Reviewed by: Keith Bachman, MD, May 2009  
[Complete list of reviewers](#)  
©2010 Kaiser Permanente

# Future Innovation

Optimizing for mobile platforms

Devices to help members track their health and enter into medical record

Expand access to additional online users

Continued focus on ease of use

Shifting certain visit types to scheduled online follow up

Shifting from text focus to video and graphics

Social media to help members connect with each other

# Enabling patient-centered care

It's more than a health record:

- It *is* about timely and current information
- It *is* about in-the-moment ability to act—e-mail your doctor, make an appointment, refill a prescription
- It *is* about the teachable moment—and how to create those moments online
- It *is* about meeting members where they live, with services that help them achieve their health goals
- It *is* about healing the fractures that currently frustrate patients in their attempts to integrate health information

# Resources

## Improved Quality At Kaiser Permanente Through E-Mail Between Physicians And Patients

*Health Affairs, 29, NO. 7 (2010)*

<http://content.healthaffairs.org/cgi/content/full/29/7/1370>

## Connected for Health

*Transforming Care Delivery at Kaiser Permanente*

[http://www.amazon.com/Connected-Health-Electronic-Transform-Delivery/dp/0470639377/ref=sr\\_1\\_1?ie=UTF8&s=book\\_s&qid=1283209157&sr=8-1](http://www.amazon.com/Connected-Health-Electronic-Transform-Delivery/dp/0470639377/ref=sr_1_1?ie=UTF8&s=book_s&qid=1283209157&sr=8-1)



# Benefits

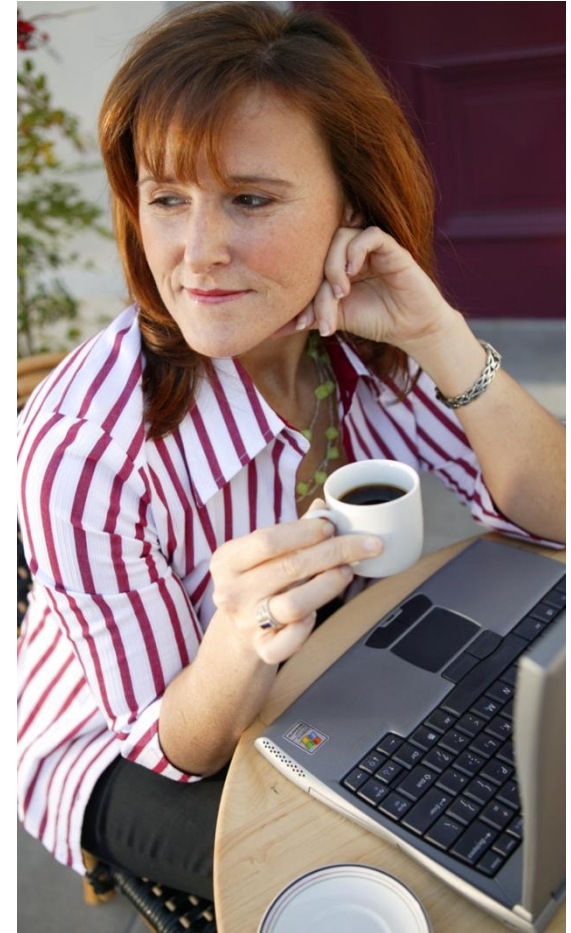
Improved Quality At Kaiser Permanente Through E-Mail  
Between Physicians And Patients  
(Health Affairs, 29, NO. 7, 2010)

Electronic health record use leads to fewer office visits  
(Health Affairs, Vol. 28, 2009)

Online behavior change program use leads to increased  
productivity at work (HealthMedia, 2008)

Patients booking online appointments are more likely to keep  
them (KP study, 2008)

Access to forms and health plan insurance documents saves  
printing and postage costs



# Contact information

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[pamela.larson@kp.org](mailto:pamela.larson@kp.org)