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Experiences and plans of  
patient access to healthcare  
records in Finland

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# “The magician himself is astonished”

- Patient access to patient records since about 2014
- No earth quaking problems
  - A testimony of an eyewitness
- Something more needed to make professionals happy and keep citizens happy

# Kanta – Finnish national e-services

By 2005 agreement on the National archive for health information (Kanta) comprising three nation wide services

–ePrescription, **eAccess (My KantaPages)**, eArchive (Patient Data Repository)

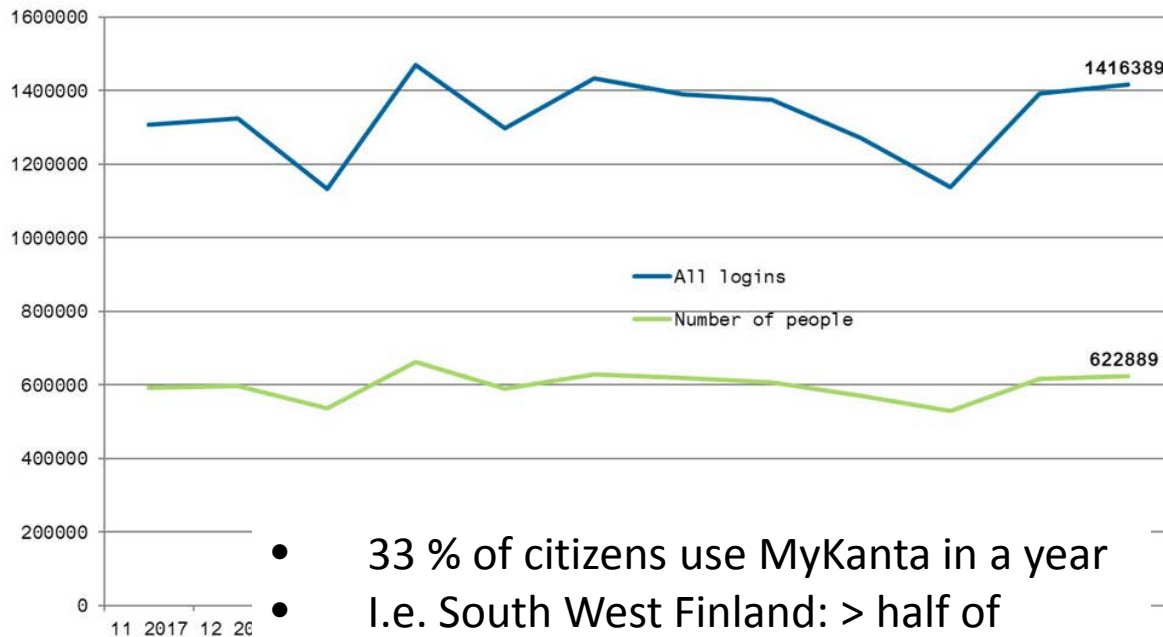
Primary and specialized health care joined by the spring 2014

About 80 % of private providers has joined. (the first social care system joined a couple of weeks ago)

## My Kanta Pages for Citizens

- Citizens can view their own prescriptions and medical records
  - Access to the same information as for the physician
  - (Until further notice) no right to edit the data
- Citizens (18 years and over) are able to manage their own data
  - Monitoring the use of information on the log data
  - Management of consents and refusals
  - Issuing declarations of intent (living will, organ donation consent)
  - Prescription renewal requests
- Caregiver of a child under 10-years old can view the child's prescriptions and patient records
- The information can be viewed as from the date when the organisation has joined the Kanta Services

The use of My Kanta pages in last twelve months



Popular: My Kanta -pages



- 33 % of citizens use MyKanta in a year
- I.e. South West Finland: > half of patients in specialized healthcare look at their records

# Before

- Little expressions of fear from professionals before the change
  - "Copies sent home always"
    - ... except primary health care for good reasons: lack of problem oriented summaries
  - The datum was informed months before
- Majority of patients didn't know of better

# What goes to the archive

All texts of the continuous record

Laboratory, radiology referrals and results, pathology

E-prescriptions

Medical certificates

Coming: x-rays, physiological measurements, social documents...

Issue of privacy and kybersecurity!

# What may be seen from MyKanta

## Summaries

- all texts from out-patient visits and other encounters
- epicrisis and selected texts from inward care (i.e.epicrisis, operation record)
  - automatic or manual selection by the doctor

## Laboratory results, reports

### "All" but

- Type wise (automatic) or individually picked documents
  - The release to patient may be retarded ad infinitum
- Reminders ("information to take into account") for professionals  
only



# The true story is boring

- most patient contacts concern missing or delayed documents (new way of ict quality control)
- some contacts concern the way a professional expresses himself
  - need for more fluent fixing of evident errors
- false comings to hospital in a day of scheduled back office duties like meetings
- provokes no further feelings in young doctors
- second best web site in Finland 2017

## Organizational benefits

- No more routine sending of reports on paper
- Option for better quality of visits and e-contacts
  - Time may be spent on patient's questions instead of reading out the results
- "Look at MyKanta after x days how were Your control labs and how I commented"
- Patient feedback works on professionals

# Medical concerns

- Doctors has the right to tell first (first story is the one you remember)
  - i.e. a day's delay of all x-rays, 2-3 weeks delay of some results and reports
- How would the professionals communicate of the care if the medical slang of records is wasted along patient access...  
Don't let it happen – be prepared to explain it!
- Patient knows too much of their disease??

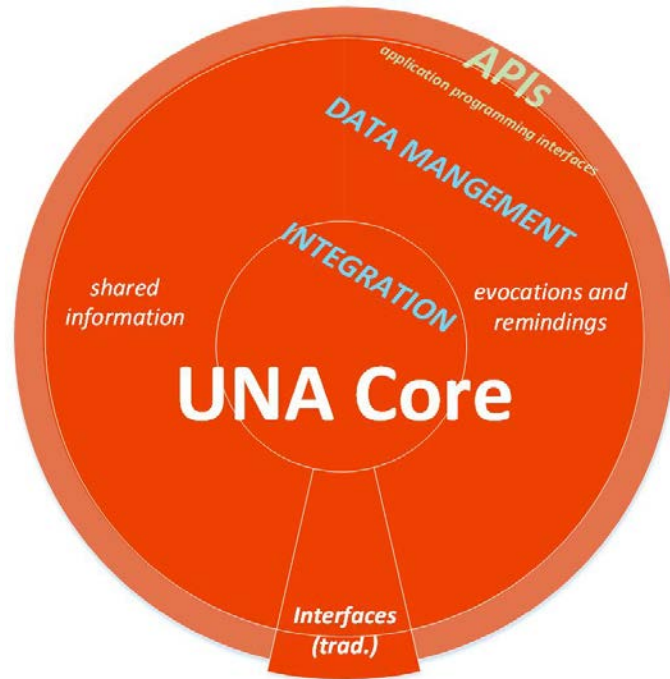
## We got what we ordered and more

- accessible long time electronic archive that serves citizens better than expected

## We didn't get what we needed but not ordered

- Proven for the second time in Finland: Professionals don't utilize documents but pieces of information
- A way to deliver data to applications capable of showing an overview and a plan, saving time from gathering data and keeping the professional and patient on the same map
  - Snapshots, overviews, maps, carepaths
  - A developing, modular hub for sharing and refining data

# Next step UNA Core Services



UNA Plan (Ltd) means deliberate co-operation of social and health care providers

For problems too large to tackle alone, too practical or care oriented to be evident or to be solved from national point of view

A hub for delivery of data between national or other repositories

# Summary

It seems not to be dangerous to give patients access to their records

It's at least a good start to empower people to own their wellbeing



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Thank you!

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