

OPENNOTES PATIENT FEEDBACK TOOL

FAQs

INTRODUCING THE OPENNOTES PATIENT FEEDBACK TOOL

WHAT IS IT? As part of an improvement project at Health Care Associates, we invite you to report back on your primary care open notes so we can work to make your open notes more effective.

HOW IT WORKS: After you read your primary care open note, you will be asked a few short questions online about the information in your note. We call this a "reporting tool." You can access the reporting tool by clicking the "My Feedback" button at the bottom of your note.

THE GOAL: To help patients and their providers work together to make sure the information in each patient's medical record is accurate and care is the best it can be.

FAQs

Who will see my comments?

Your responses will be reviewed by our Patient Relations team. If they see a safety concern (a problem in your note that could immediately affect your care), they will call you and your provider. Otherwise, your comments will not be seen by your provider until the end of the project period, in about 6 months. At that point, they will see all patient comments without your name attached to them. Your responses will help us to evaluate where we can focus our efforts to improve patient-clinician communication. You may feel free to discuss any questions or concerns or positive feedback with your provider at any time.

What is "Patient Relations?"

The Patient Relations staff at BIDMC are experienced social workers and nurses who facilitate communication and routinely respond to patient and family compliments and concerns. Given their expertise, they are uniquely suited to review patient feedback forms in this project, and follow up with patients and health care providers as needed.

Will my comments be confidential? Where will my comments or requests be stored?

As part of the project, your comments will be kept in a secure, password-protected computer. Providers will only see information with no name or identification connected to it, unless there is a safety concern (a problem that could immediately affect your care). If you report an inaccuracy or other problem with your note that could lead to harm, we will tell your provider so that the problem can be corrected.

What will be done with the information I report?

We will remove all names and combine responses from all participating patients during this pilot project and share them anonymously with participating HCA providers. This will help us learn how to best improve the accuracy of patient notes and what patients like about reviewing their notes.

When should I expect to hear back about my comments?

In most cases, if there is a safety concern (a problem that could affect your care), the Patient Relations team will be in touch with you within 2-3 days. If the Patient Relations team does not think your comments point to a problem that can immediately affect your care, you may not hear back from us for a few months, until the initial phase of the project is complete. If you have not heard back from us and you are concerned about something in your note, please call your provider's office, or bring your question to your next visit.

What if I request a change to my notes?

A correction can be added to your note, but only for information that is factually incorrect. Because a medical record is a legal document, nothing in a note can be deleted. Comments that are clinical judgments cannot be changed, and it is the provider's choice what information to include. Lastly, notes are written based on the information available at the time. It is not possible to add information that was not available at the time of the visit to a note with an earlier date.

What if the provider does not agree with my comments?

If your provider decides not to change or add anything in the note, our Patient Relations team will contact you to talk further with you.

I get a chance to provide feedback on some of my open notes but not all of them. Why?

Not all providers are currently participating in this project. You will only see notes from HCA (primary care) providers who are participating.

OTHER QUESTIONS: If you have any questions about the project, please contact a member of our team at myopennotesfeedback@bidmc.harvard.edu.

We hope you will consider participating!

