

Real-Time Results Reporting Direct to Consumers

Organisation Name: ACT Pathology

Presenter: Fiona Webb

fiona.webb@act.gov.au (02) 5124 6959

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Aim of this Innovation



In November 2022, Canberra Health Services implemented the Digital Health Record (DHR) – a whole of service Electronic Medical Record including a Laboratory Information System (Beaker).

The product include a consumer portal – MyDHR

MyDHR allows consumers to manage their outpatient appointments and access pathology and imaging results.

ACT Pathology decided to allow consumers to access most pathology results in real-time on their device.

This decision id not align with the national MyHealthRecord.

Key Changes Implemented

On arrival to a pathology collection centre, our consumers are asked if they want to sign up for MyDHR. Unlike the national MyHealthRecord, MyDHR is opt-in. Consumers are advised that by opting in, they will be able to get their pathology results direct to their device.

Most pathology results are available immediately after they are verified in the laboratory, direct to our consumers.

During the build of the DHR, working groups discussed appropriate hold times of some pathology results such as;

- All genetic results 30 days
- Detected HIV 14 days
- Breast screen (imaging and pathology results)
- Anatomical Pathology 10 days
- Imaging, Endoscopy, cytology and Lab hold 5 days

Feedback from the GP Community



Releasing most pathology results in real-time, direct to consumers was polarising.

The initial reaction of many GPs was concern that they would be fielding increased phone calls from consumers concerned about their pathology results.

However, as time passed, GPs saw benefit in MyDHR, such as;

- Less calls to the practice asking 'are my results back yet'
- Less time/resources printing hard copies of pathology results for the patients

Feedback from Consumers

The overwhelming response to MyDHR from consumers was positive – patients feel empowered by getting real-time access to their pathology results.

Consumers are increasingly interested and educated about their own healthcare. By giving consumers access to their results they have a feeling of control over their own healthcare.

Consumers with chronic conditions such as diabetes, autoimmune disorders or CML know what they are looking for in their results.

Young heart transplant recipient has regular Tacrolimus testing. Patient's mother had to wait to get results from specialist to adjust medication. Now they come direct to her phone which she said was 'life-changing'

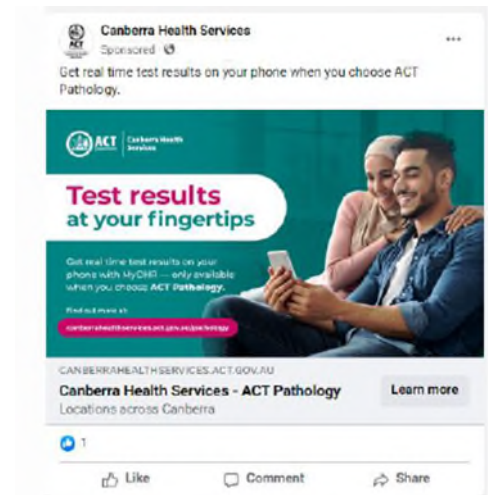
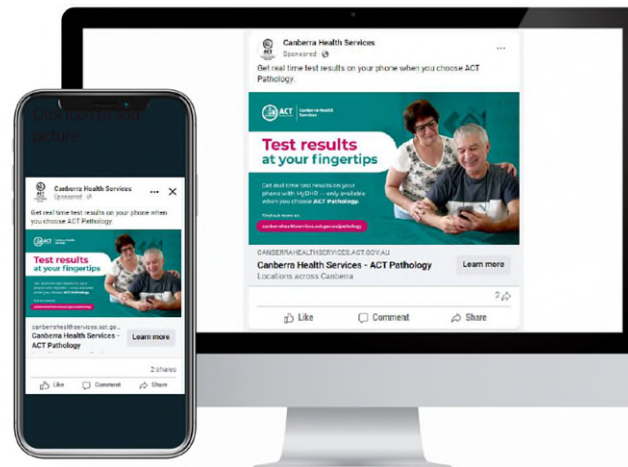
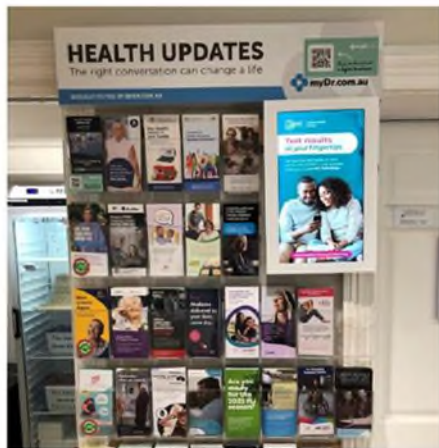
77 year old leukaemia patient who required blood transfusions. Regular blood tests monitoring Hb levels let the family know if Hb levels had decreased to the point him needing to come to hospital for a transfusion.

Actively Promoting MyDHR

Given the positive feedback ACT Pathology received from the GP community and consumers, we actively engaged in a campaign to advertise MyDHR.

Our aim was to increase awareness of ACT Pathology.

Advertisements for MyDHR was posted on CHS social media sites and on TV screens in GP practices. Our slogan was; **“Get real time test results on your phone with MyDHR – only available when you choose ACT Pathology”**





MyChart
by Epic

Log out

- Menu
- Visits
- Messages
- Test Results
- Medication

J Jane C



MANUAL DIFFERENTIAL

Collected on 8 December, 2022 2:09 PM



Lab tests - Blood (Venous)

Results New

Compare result trends

Bands View trends
x 10⁹/L
Value **0.24**

Neutrophils View trends
Normal range: 1.80 - 7.50 x 10⁹/L
Value **10.02 High**

Want more information about MANUAL DIFFERENTIAL?
[Learn more](#)

Additional information

Lymphocytes View trends
Normal range: 1.20 - 4.00 x 10⁹/L
Value **1.30**

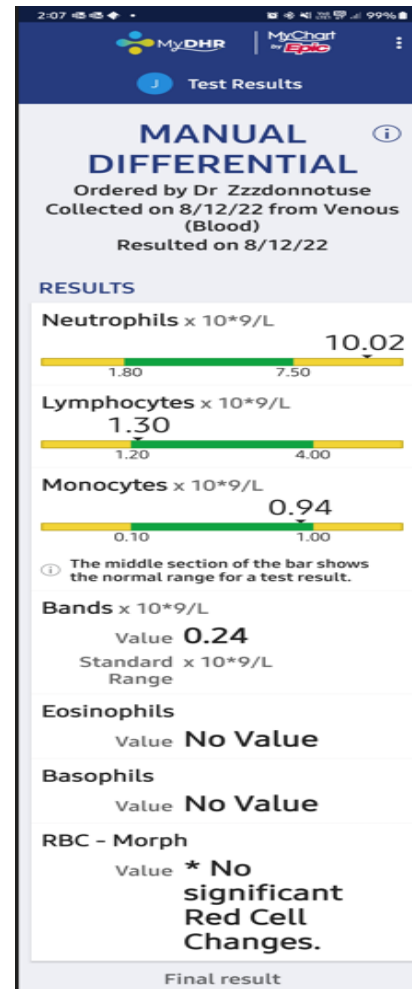
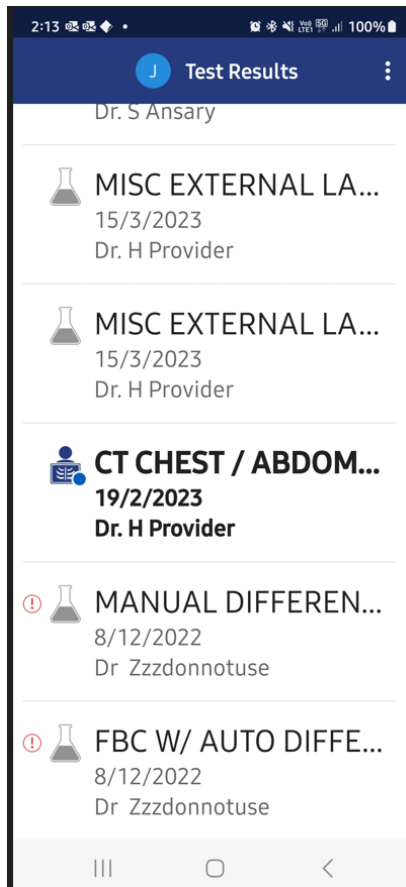
Monocytes View trends
Normal range: 0.10 - 1.00 x 10⁹/L
Value **0.94**

Eosinophils View trends
Value **No value**

Basophils View trends
Value **No value**

RBC - Morph View trends
Value *** No significant Red Cell Changes.**

Community First, Always.



Title: Real-Time Results Reporting

Organisation: ACT Pathology

Opportunity:

We made a conscious decision to challenge the status quo regarding the release of pathology reports to patients in real-time rather than imposing a 7 day delay.

Solution:

Give consumers immediate access to most pathology results and actively promote this service.

Results:

ACT Pathology was the first jurisdiction in the country to allow consumers access to pathology results in real-time. ACT Pathology has met with Federal Health to discuss our experience which we hope has informed the current consultation [Modernising My Health Record – Sharing pathology and diagnostic imaging reports by default and removing consumer access delays - Australian Government Department of Health - Citizen Space](#)

