

Survey on Patient Engagement

Interacting Electronically with Medical Providers

While the vast majority of patients in England feel it is important for their healthcare providers to offer electronic interaction capabilities, the vast majority currently do not have any access to any electronic communication to schedule appointments, receive reminders or request prescriptions.

This presents a prime opportunity for doctors to engage with an informed and digitally literate generation to empower them with information.

Technology could take this ability to interact a step further by enabling patients to engage with their healthcare providers as partners in the clinical process. They could proactively manage their own treatment and receive ongoing feedback on self-administered tests for key health indicators such as heart rate or blood sugar.

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This ability would reduce costs by placing some of the administrative burden on patients themselves and, rather than disempowering doctors, it would enable them to focus on higher critical cases, thereby optimising the use medical expertise.

80% of patients would like to Book/Change/Cancel Appointments Electronically but only **39% of patients currently can Book/Change/Cancel Appointments Electronically**



72% of patients would like to Receive Reminders via email or text message, for preventative or follow up care but only **27% of patients currently can Receive Reminders via email or text message, for preventative or follow up care**



60% of patients would like to Communicate with medical provider Through Secure Email but only **15% of patients currently can Communicate with medical provider Through Secure Email**



69% of patients would like to Request Prescription refills electronically but only **34% of patients currently can Request Prescription refills electronically**

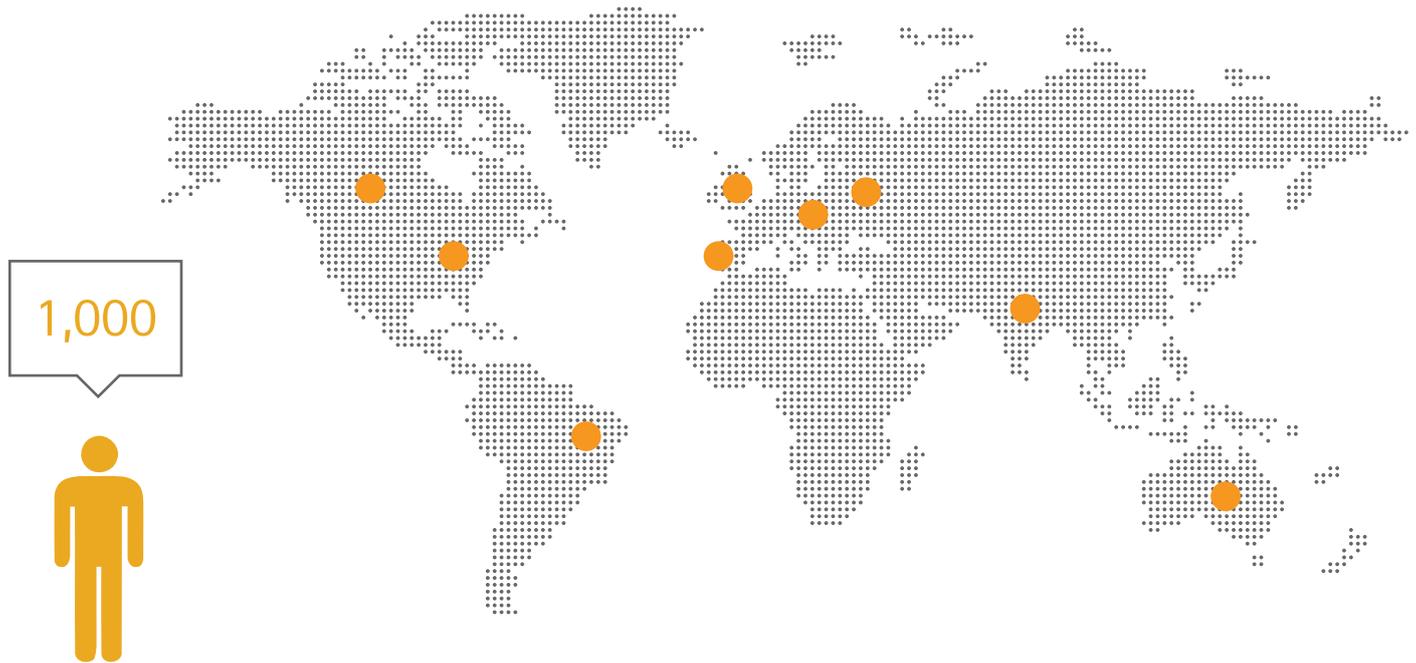


About the Patient Engagement Survey

The Accenture Consumer Survey on Patient Engagement assessed the general public's attitudes toward their medical providers' electronic capabilities, as well as the capabilities of their current providers. Where relevant, the survey uses select findings from the Accenture Doctors Survey to compare the doctor and consumer responses. The research was conducted by Harris Interactive between July 25-31, 2013.

Accenture conducted an online survey of 9,015 adults across nine countries: Australia, Brazil, Canada, England, France, Germany, Singapore, Spain and the United States.

For more information, please visit accenture.com/gb-en/industry/health



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For more information, please contact:

Aimie Chapple
Managing Director, Accenture Health UK
aimie.chapple@accenture.com