Patients in England feel they should have far greater access to electronic medical records than they currently do. In contrast, medical professionals seem uneasy about empowering patients to manage their own health and unfortunately, few providers currently offer patients the option to access their own electronic records.

This disconnect between the expectations of patients and doctors is likely to become more prominent as technology adoption accelerates and the opportunities to provide access increase. Accenture research shows that, among patients who consider important to access their health records, the majority would be willing to switch providers to gain online access to their medical records.

To meet patient demand, doctors must to shift to a more integrated and patient-centric model to care.

The ability to access and modify their records could change patients’ approach to their healthcare, while also allowing medical professionals to ask and expect a more proactive and accountable role from patients in terms of their own healthcare outcomes.

### Patients Access to their Electronic Health Records

<table>
<thead>
<tr>
<th>Access Type</th>
<th>Doctors: Should have</th>
<th>Patients: Should have</th>
<th>Patients: Do have</th>
</tr>
</thead>
<tbody>
<tr>
<td>FULL ACCESS</td>
<td>16%</td>
<td>34%</td>
<td>77%</td>
</tr>
<tr>
<td>LIMITED ACCESS</td>
<td>20%</td>
<td>60%</td>
<td>60%</td>
</tr>
<tr>
<td>NO ACCESS</td>
<td>6%</td>
<td>3%</td>
<td>67%</td>
</tr>
</tbody>
</table>

### Switching Providers to Access Health Records

Among patients who consider it important to have electronic access to their medical records, 52% would switch health providers to gain access.

### Updating own Electronic Health Record

67% of patients believe they should be able to update some or all information on their electronic health records.
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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