

Medical records are just that. **Records.**

We're just couriers, bringing our records from one doctor to another without understanding what's in them.

85%

Over 85% of adults have less than proficient health literacy.

<http://www.health.gov/communication/literacy/issuebrief/>

What do we see when we look at our medical records?

PAGES OF IMPERSONAL STATS

Lists full of demographics, medical terminology and legal jargon that make us feel like lab specimens rather than unique individuals.

INFORMATION WITH NO SENSE OF PRIORITY

Chronic conditions like allergies mixed with occasional ones. Sprained ankles treated the same as surgeries. Childhood prescriptions alongside current ones.

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# Demographics
First Name: Ellen
Last Name: Ross
Gender: Female
Marital Status: Married
Religious Affiliation: Christian
Ethnicity: Asian
Language Spoken: English
Address: 17 Daws Road, Portland, OR 97006
Telephone: 415-555-1229
Birthday: March 7, 1960

# Guardian
Role: Sister
First Name: Martha
Last Name: Shan
Address: 1357 Amber Drive, Beaverton, OR 97006
Telephone: 816-276-6909

# Provider
Name of Provider: Ashby Medical Center
Address: 1002 Healthcare Dr, Portland, OR 97266
Telephone: 415-555-1200

# Allergies
Allergy Name: Penicillin
Reaction: Hives
Severity: Moderate to severe

Allergy Name: Codeine
Reaction: Shortness of Breath
Severity: Moderate

Allergy Name: Bee Stings
Reaction: Anaphylactic Shock
Severity: Severe

# Immunizations
Date: May 2001
Immunization Name: Influenza virus vaccine, IM
Type: Intramuscular injection
Dose Quantity (value / unit): 50 / mcg
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Education/Instructions: Possible flu-like symptoms for thr

Date: April 2000
Immunization Name: Tetanus and diphtheria toxoids, IM
Type: Intramuscular injection
Dose Quantity (value / unit): 50 / mcg
Education/Instructions: Mild pain or soreness in the local

# Medication
Date: March 28, 2005
Type: Liquid
Name of Medication: Acetaminophen with codiene
Instructions: 2 puffs once a day
Dose Quantity (value / unit): 2 / puffs
Rate Quantity (value / unit): 1 / day
Name of Prescriber: Ashby Medical Center

Date: December 10, 2003
Type: Tablet
Name of Medication: Indomethacin
Instructions: 50mg bid with food
Dose Quantity (value / unit): 50 / mg
Rate Quantity (value / unit): 2 / day
Name of Prescriber: Ashby Medical Center

# Plan of Care
Planned Activity Name: Office consultation
Planned Date: May 28, 2007
Instructions: Consultation with Dr. George Potomac for Ast

Planned Activity Name: Chest X-Ray
Planned Date: June 1, 2007
Instructions:

Planned Activity Name: Sputum Culture
Planned Date: May 28, 2007
Instructions:

# Encounters
Encounter: ED Visit for Ankle Sprain
Provider: Dr. Henry Seven
Location: Community Hospital
Date: March 28, 2005
```

STALE SNAPSHOTS OF OUR HEALTH

Documentation of past events with no sense of what's current and how our health has evolved over time.

INDECIPHERABLE MEDICATION PLANS

Current prescriptions mixed with past ones, inconsistent dosage wording, and no link between prescriptions and conditions make it difficult for people to stay on track.

EXHAUSTIVE LISTS OF UNRELATED ENTRIES

We think about our ailments, but medical records separate providers, medications, and encounters from the conditions they're meant to treat.

We need a medical record that is...

dynamic

Prioritizes the here and now and surfaces how our health is improving or worsening.

holistic

Shows us how visits, prescriptions, and lab results are related.

understandable

Minimizes jargon and presents information in visual and digestible ways.

personalized

Is designed for us, giving us the information we need to take control of our health.

Introducing Nightingale,
a new take on health records

Ellen Ross' Medical Records



Ellen Ross

March 7, 1940 (DOB)
Gene Ross (GUARDIAN)

Ellen is a **widowed Asian female** who observes **Christianity** and speaks **English**.

ADDRESS
17 Daws Road
Portland, OR 97006

TELEPHONE
(415) 555-1229

ALLERGIES

Penicillin

Hives moderate to severe

Codeine

Shortness of breath moderate

Bee Stings

Anaphylactic shock severe

MEDICAL CONTACTS

Dr. Bala Venkaraman

Primary provider
ASHBY MEDICAL CENTER
1002 Healthcare Dr
Portland, OR 97266
P: (415) 555-1200

Dr. Henry Seven

COMMUNITY HOSPITAL
304 Willows St
Portland, OR 97349
P: (415) 555-1312

CURRENT MEDICATIONS AND ACTIVITY

Su	Monday	Tu	We	Th	Fr	Sa
	<p>Morning</p> <p>Naproxen 1 tablet</p>				<p>Evening</p> <p>Lipitor 1 tablet Naproxen 1 tablet</p>	

ELLEN'S MEDICAL JOURNAL

2012 2011 2010 2000s 1990s 1980s 1970s 1960s 1950s 1940s

2012

- Asthma Check-Up**
Dr. Henry Seven, Community Hospital
August 28, 2012
- Gall Bladder Surgery**
Dr. Bala Venkaraman, Ashby Medical Center
March 2, 2012
- Influenza Virus Vaccine**
Intramuscular injection
February 16, 2012
- Visit for Annual Exam**
Dr. Henry Seven, Community Hospital

CURRENT MEDICATIONS AND ACTIVITY

Monday January 2, 2013

Morning

- Naproxen 1 tablet
- Go for a walk 15 mins

Evening

- Naproxen 1 tablet
- Lipitor 1 tablet

7:00 AM 1 reminder set

Tuesday January 3, 2013

Meet Ellen and Gene

Ellen is a 72 year old woman living on her own. As her age has progressed over the past few years, she finds it harder to keep track of her many doctor's visits and prescriptions. She counts on her health record and her daughter, Gene, to keep up with everything.



PERSONAL DATA IN A PERSONAL WAY

Patient information presented in a human way, not a readout from a database.

YOU, AT A GLANCE

Relevant medical information for doctors and care givers, including language spoken, allergies, and primary providers is easily accessible.

MANAGE YOUR DAY TO DAY

The Medications and Activities plan keeps track of immediate and recurring reminders.

SEE ONLY WHAT MATTERS

Quickly find what you're looking for using organizations by date, condition, and type of entry.

ALWAYS UP TO DATE

Appointments, lab results, prescriptions, and messages all show up in the medical journal when they occur. Add your own, too!

SEE LAB RESULTS

Receive notifications when lab results arrive and view them right from the medical journal.



dynamic

Ellen loves that she can see her latest appointments and results anytime she logs in. Even last minute doctors appointments show up right away.



holistic

Ellen needs to keep track of multiple conditions she's developed over the years. The holistic health record brings together providers, visits, medications, and lab results, making it easy to keep track of things.

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ALLERGIES 3

Penicillin
Hives moderate to severe

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Shortness of breath moderate

Bee Stings
Anaphylactic shock severe

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Primary provider
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Dr. Henry Seven
COMMUNITY HOSPITAL
304 Willows St
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Dr. Jenifer Burkowitz
SCRIPPS HOSPITAL
2907 Medical Center Dr
Portland, OR 97789
P: (415) 555-1403

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Su **Monday** January 2, 2013 Tu We Th Fr Sa

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Evening
Lipitor 1 tablet
Naproxen 1 tablet

ELLEN'S MEDICAL JOURNAL

BY DATE BY CONDITION BY TYPE

2012 2011 2010 2000s 1990s 1980s 1970s 1960s 1950s 1940s

Asthma

ACTIVE
1947-present

Asthma is a chronic, or long-term, disease that inflames and narrows the airways of your lungs. Asthma causes a variety of symptoms that can worsen at any time, including coughing, wheezing, chest tightness, and shortness of breath.

YOUR MEDICATIONS
CURRENT: **Symbicort**
One spray in each nostril as needed

YOUR SYMPTOMS
• Wheezing
• Shortness of breath

YOUR HISTORY

Month	Frequency	Duration (s)
APR	3	45
MAY	5	60
JUN	3	45
JUL	2	30
AUG	5	60
SEP	3	45
OCT	3	45

August 28, 2012 **Visit for Asthma Checkup**
Dr. Henry Seven, Community Hospital

December 17, 2011 **Began New Medication**
Symbicort

BROWSE VISUALLY

See your health history in a visual way. Filter conditions to focus on a holistic view of your ailments

SEE EVERYTHING THAT'S RELATED

Condition view brings together all doctor's visits, medications, and treatments related to a condition into one cohesive view.

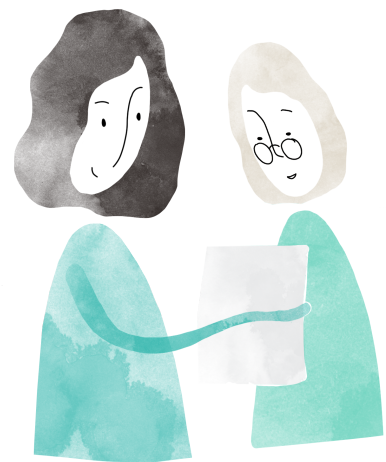
MEDICATION HISTORY

See current and past medications with their effectiveness and side effects.

TRACK RELEVANT STATS

Keep a condition-specific record of symptoms and reactions to monitor your health.

11



understandable

Easy-to-read lab results that explain what her results mean and offer recommendations to improve her health empower Ellen to be more proactive.

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- Asthma**
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Dr. Bala Venktaraman,
March 2, 2012
- Influenza Virus**
Intramuscular injection
February 16, 2012
- Visit for Annual**
Dr. Henry Seven, Comm
- Lipid Panel R...**
Dr. Henry Seven, Comm
- Urinalysis Resu**
Dr. Henry Seven, Comm
January 28, 2012

2011

- Laparoscopic C**
Dr. Bala Venktaraman,
December 22, 2011
- Symbicort**
Prescribed by Dr. Bala
December 17, 2011

LOAD MORE

Lipid Panel
Dr. Henry Seven, Community Hospital
January 28, 2012

It is recommended that healthy adults with no other risk factors for heart disease be tested with a fasting lipid profile once every five years. Individuals may also be screened using only a cholesterol test and not a full lipid profile. However, if the cholesterol test result is high, there may be the need to have follow-up testing with a lipid profile.

COMPONENT	HISTORY	RESULTS
Cholesterol ideal is <200 mg/dL	2000-2005	240 mg/dL TOO HIGH
HDL ideal is >40 mg/dL		43 mg/dL AWESOME!
Non-HDL ideal is 40-60 mg/dL		76 mg/dL AWESOME!
LDL ideal is <100 mg/dL		241 mg/dL TOO HIGH
Triglyceride ideal is <150 mg/dL		202 mg/dL BORDERLINE

Family History
your family's average cholesterol levels

260 mg/dL
TOO HIGH



PRINT AND SHARE

Easily print any results to share with family and doctors.

DIGESTIBLE RESULTS

Results are displayed on a spectrum of "doing well" to "concerning" statuses rather than specific numbers that patients don't understand.

LDL
ideal is <100 mg/dL

241 mg/dL
TOO HIGH

INFORMATION
Your LDL or low-density lipoprotein cholesterol is a common sign for heart disease.

YOUR HEALTH
Your age and medical history suggests that your LDL has fluctuated significantly the past few years, which could be a sign of binge eating and strange sleep patterns.

PLAN
Common strategies for reducing your LDL:

- regular walking
- no alcoholic beverages

Triglyceride
ideal is <150 mg/dL

202 mg/dL
BORDERLINE

ACTIONABLE RECOMMENDATIONS

Lab results come with straightforward suggestions on ways to improve. These can easily be added to the Medications and Activities schedule.

SEE HOW YOU COMPARE

Family histories show how you compare when health conditions are hereditary.

ALL IN ONE PLACE

Upcoming prescriptions, appointments, and activities are all visible at a glance.

CURRENT MEDICATIONS AND ACTIVITY

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CHOOSE YOUR VIEW

See what's coming by day, week, or medication.

CURRENT MEDICATIONS AND ACTIVITY

- Lipitor**
Atorvastatin (for cholesterol)
- Naproxen**
(for pain relief)
- Klonopin**
Clonazepam (dizziness)
- Meclizine**
Antihistamine (for nausea)

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Tuesday January 3, 2013

SET REMINDERS

Email and phone alerts ensure you follow your regimen.

CURRENT MEDICATIONS AND ACTIVITY

Su	Naproxen 1 tablet Klonopin 1/2 tablet (if needed)	Naproxen 1 tablet
Mo	Morning Naproxen 1 tablet	Evening Naproxen 1 tablet Lipitor 1 tablet
Tu	Naproxen 1 tablet	Naproxen 1 tablet
We	Naproxen 1 tablet	Naproxen 1 tablet Lipitor 1 tablet
Th	Naproxen 1 tablet	Naproxen 1 tablet
Fr	Naproxen 1 tablet Appointment with Dr. Henry Seven	Naproxen 1 tablet Lipitor 1 tablet Meclizine 1/2 tablet
Sa	No scheduled medications	Naproxen 1/2 tablet

PHONE FRIENDLY VIEW

The Medications and Activities plan can be printed wallet-size or accessed on a phone so that it's always at hand.

SHARED PLANS

Guardians can check on plans to make sure loved ones are taking their medications and going to appointments.



personalized

Ellen's personalized medical plan ensures that she's always on top of her medications and appointments. The guardian view puts Gene at ease by letting her know what her mom needs and when.