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Closing the Gap: Health Care Facility Staff and Patient's Awareness of and Attitudes to Implementation of Electronic Medical Records (EMR)

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The Electronic Medical Record (EMR) is an electronic filing system that manages patient's medical records from numerous sources comprising clinical data archives, laboratory reports, clinical decision algorithms, specific medical vocabulary, as well as pharmaceutical and clinical documentation submissions. These records may be accessible in the organisation with multi-level accessibility based on user-dependent authentication. As the system provides an organised and integrated patient-specific medical history, it enables healthcare professionals to make better diagnosis and provide quality care services.

The aims of this study was to understand the global perspective of EMR and its implementation as well as to locate the gaps of knowledge that still exists in understanding EMR in patients as well as hospital staff.

All major bibliographic databases such as PubMed and Google Scholar and several specialist datasets such as PsycINFO, MEDLINE and EBSCOhost. from the previous 10 years (2007-2017) was employed in our search. Citations of papers that used a reference standard was incorporated for assessment of quality.

Our findings indicated a divergence between patients' expectations and actual practice. Patient concerns were that practice staff other than doctors had ready access to their medical records in addition to non-medical information. Assumption of confidentiality was expected to be maintained by indifference, however, personal control over access and content in general was not seen as a replacement for a good face-to-face explanation. In the event if patient confidentiality is not maintained, especially in an electronic environment, litigation against healthcare organisations will increase rapidly as patients become increasingly empowered to question procedures in medicine.

Security of information can be achieved through good modelling procedures, end-user training and refresher courses must be done more often and finally controls of access will need to be implemented via passwords and digital signatures.

Biography

Dr. Riaz Akseer is an MD-PhD, he is currently working as a Division Chair / Assistant Professor of Health Science in Abu Dhabi Women's College, Higher Colleges of Technology. He is also an adjunct Professor at Health Sciences Department, Brock University St. Catharines, Ontario, Canada. Dr. Akseer's research is focused on patient centeredness and evidence based medicine. In addition to teaching and research, Dr. Akseer also has several years of clinical and healthcare management experiences in national and international levels.

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