

HOW TO: FIGURE OUT HOW TECH SAVVY YOUR PATIENTS ARE

The patient of the future is an **e-patient**.

An **e-patient** is tech-savvy, information hungry, knows the level and type of care they want, demands access to cost of care, billing, appointment scheduling, and even access to their healthcare provider via chat or email.

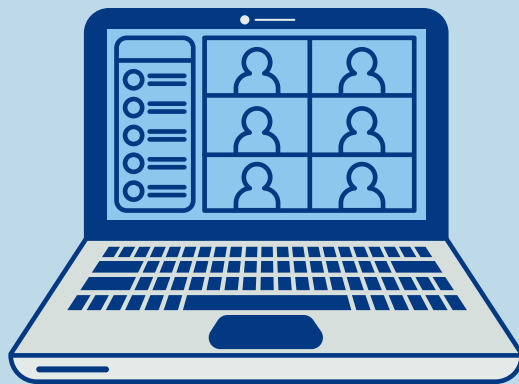
Every day technology is becoming a more important part of people's lives. People are using technology to manage their health, finances, work etc.

66% of hospitals in the U.S. use an online patient portal. Online patient portals are a simple and efficient way for patients to access health records, exchange information securely with providers, access powerful healthcare tools and more. As patient expectations for better self-service experiences continues to grow, healthcare organizations are shifting focus to creating better online patient portals.

Online patient portals are the future. They also help increase patient engagement and generate positive health outcomes. But, as we know, not all patients are tech-savvy. If as a healthcare organization your goal is to get most of your patients to use your online patient portal, first you need to understand how tech-savvy they are. By asking the right questions, you will gather great insights into how your patients view technology, allowing you to then determine unique ways to teach them and get them to use your online patient portal.

Here are 10 questions you can ask your patients to see how tech-savvy they are:

1. Do you use the internet?
2. Do you have a smartphone? If so, what kind (iPhone, Android, windows)?
3. Do you know how to send and receive text messages?
4. Do you own a computer? If so, is it a mac or PC?
5. Do you know how to Facetime, Skype, Zoom etc.?
6. Do you own a smartwatch or other wearable device?
7. Do you use email? If so, who is your email provider (Gmail, Hotmail, etc.)?
8. Do you use social media? If so, what platforms (Facebook, Instagram, Twitter etc.)?
9. Do you use any online patient portals? If so, which ones (i.e., my chart, pocket patient etc.)?
10. Do you use any medical apps to manage your health?



Online patient portals have been around for years.

However, thanks to the COVID-19 pandemic, patients and healthcare providers are tapping into online patient portals more than ever before. It is a smart way to do health care. And, if built with the patient in mind, patients are likely to quickly adapt.