PATIENT ACCESSIBLE (OPEN) NOTES

Building Patient Engagement, One Note at a Time

DHA
Defense Health Agency

WRITING

Write as if your patient will read your notes.

✓ **Do:**
- Use plain language
- Give definitions
- Use patient quotes
- Record information objectively and sensitively
- Add resources to notes (e.g., links to apps or websites)

✗ **Do Not:**
- Use medical or military jargon
- Assume patient knows terminology
- Use detailed information about patients' family or significant others

ENGAGEMENT

Engage as if your patient will have to teach their family member.

✓ **Do:**
- Invite patients to read and edit notes with you
- Teach patients how to access notes
- Use any speech-to-text program in the presence of the patient
- Invite patients to correct any statements they feel are inaccurate
- Discuss the assessment and plan with the patient in the room and capture that in the note

✗ **Do Not:**
- Assume patient's silence as understanding or agreement
- Assume patient knows how to access notes between appointments
- Leave the room without going through notes with the patient

ⓘ AREAS TO CONSIDER OF PATIENT SENSITIVITY

- Ethnicity
- Gender
- Physical appearance and hygiene

PATIENT PORTAL

Patients can:
- Review their notes
- Provide feedback
- Ask questions
- Share concerns
- Correct any errors