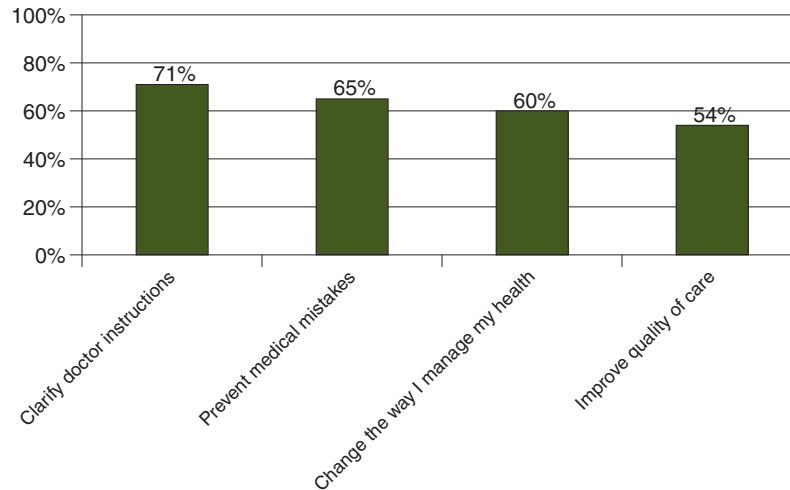


AMERICANS WANT BENEFITS OF PERSONAL HEALTH RECORDS

Connecting for Health was convened by the Markle Foundation to address the challenges of mobilizing information to empower patients to maintain and improve their health and enable health care providers to offer safer higher quality care. The Personal Health Working Group fielded an online survey on consumer attitudes towards a Personal Health Record (PHR): an Internet-based set of tools that allows people to access and coordinate their lifelong health information and make appropriate parts of it available to those who need it.

Over 70% believe PHR would improve quality of health care

Based on responses to the question, "I think that having my health information online would..."

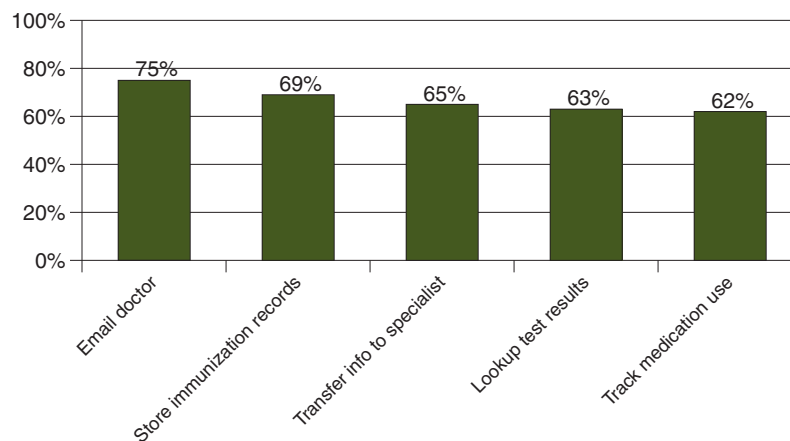


Current Medical Record Use

Over 40% of respondents keep medical records at home. Only 2% keep medical records on a computer. Over half say that they should do a "better job" of keeping medical records.

Over two-thirds would use PHR features if available

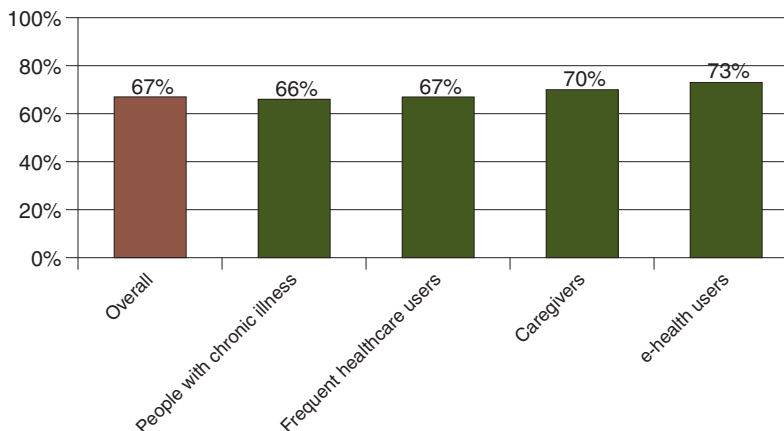
Based on responses to the question, "If you could keep your medical records online, which of the following would you do?"



The chronically ill, frequent users of health care and people caring for elderly parents report the highest and most urgent interest in PHR. Almost two-thirds (65 percent) of people with chronic illness say they would use at least one of the PHR features today, compared with 58 percent of those without chronic illness.

People with greater health care needs report highest interest

Based on the percentage of respondents interested in using seven or more possible PHR services either now or in the future...



Percentage of people interested in using PHR by number of doctor visits per year

No visits - 57%

One to six visits - 66%

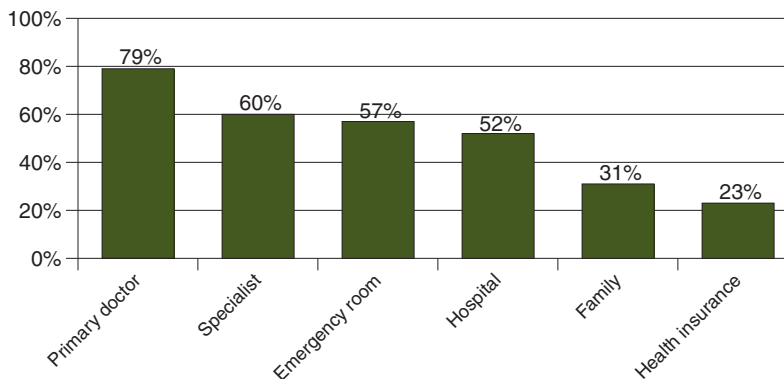
Seven or more visits - 71%

Privacy and Security Concerns

Almost all respondents (91 percent) are very concerned about privacy and keeping their health information secure. However, most people believe that technology provides appropriate protections. People with chronic illness and frequent health care users are less concerned about privacy and security. When it comes to sensitive personal health information, people who use the health care system more often report somewhat less concern than others.

People trust their doctor the most to access their PHR

Based on responses to the question, "If you kept your medical records online, how comfortable would you feel having the following people access your records only after you have given your explicit permission."



Results based on an online survey of 1,246 respondents who broadly represent the US adult population in terms of age, race, and education. Females and low-income households are overrepresented compared to U.S. census data. For more information on the survey please e-mail info@facct.org.