



# Few use ehealth; most think they can find health charges

Healthcare reform and changes in the healthcare system are changing the way Kentucky adults receive care. Some of these changes are the result of ehealth, which is the intersection of health, healthcare, the Internet and other electronic technologies.

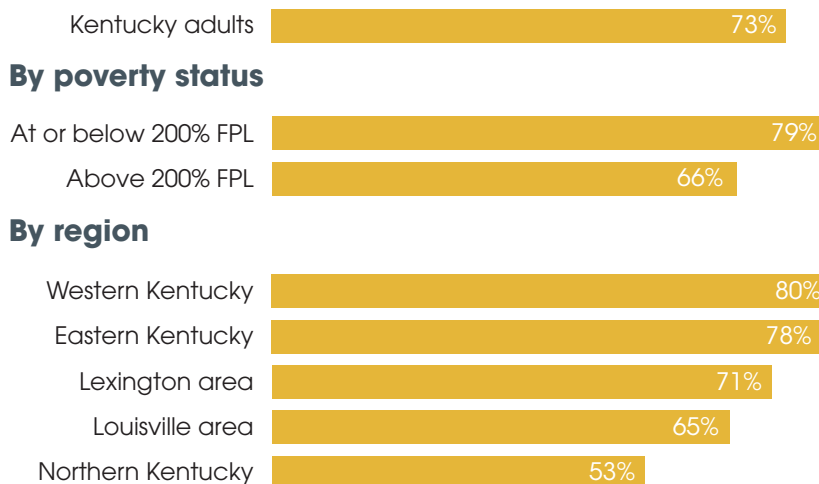
Nationally, nearly 9 in 10 adults in the United States said it is important to get their own medical information electronically.<sup>1</sup> The Kentucky Health Information Exchange (KHIE) is piloting myhealthnow.<sup>2</sup> This program allows some Kentucky patients to access their health records through a secure Internet portal. There is interest in electronic communication between patient and doctor because research has shown that patients are more engaged when they are provided more in-depth information about their health and they understand what their healthcare will cost.<sup>3</sup>

<sup>1</sup> U.S. National Institutes of Health, National Cancer Institute. (2013). [Interactive map showing percentage of respondents] Health Information National Trends Survey HINTS 4, Cycle 3. Retrieved from <http://hints.cancer.gov/>

<sup>2</sup> Kentucky Cabinet for Health and Family Services. (2014). KHIE Unveils myhealthnow website [Press release]. Retrieved from <http://chfs.ky.gov/news/myhealthnow.htm>

<sup>3</sup> Dentzer, S. (Ed.). (2013). New Era of Patient Engagement. *Health Affairs*, 32 (2).

## Kentucky adults who have had **no** electronic communication with their personal doctor in the past year\*



\*KHIP asked, "Thinking about your communications with your doctor during the past year, has your doctor communicated with you about your medical care using electronic means such as texting, email or through information made available on a web site?" Graph shows only those answering "no."

The 2014 **Kentucky Health Issues Poll (KHIP)** asked Kentucky adults whether they communicate electronically with their doctor and about their confidence in accessing charges for healthcare procedures.

## Most have not communicated electronically with their doctor

About 7 in 10 Kentucky adults (73%) had not communicated

with their doctor using text, email or a web site during the past year. Experiences in Kentucky were similar to those nationally. The 2013 Health Information National Trends Survey<sup>4</sup> reported 7 in 10 U.S. adults (70%) have had no electronic communication with their doctor.

In Kentucky, adults of all ages reported similar rates of

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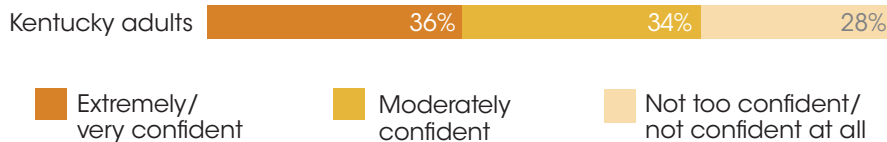
<sup>4</sup> Ibid.

electronic communication with their doctor. However, adults living below 200% of the Federal Poverty Level (FPL)<sup>5</sup> (79%) were much more likely than adults living above 200% FPL (66%) to report having no electronic communication with their doctor.

Rates also differed significantly by region. Eight in 10 adults in Western Kentucky (80%) and Eastern Kentucky (78%) reported no electronic communication with their doctor. About 7 in 10 adults had no electronic communication with their doctor in the Lexington (71%) and Louisville (65%) areas. Only 5 in 10 Northern Kentucky adults (53%) reported no electronic communication with their doctor.

<sup>5</sup> In 2013, 200% of the Federal Poverty Level (FPL) was \$47,100 for a family of four.

### How confident are you that you could get information about the amount different doctors or other healthcare providers in your area would charge you to provide a certain treatment or procedure if you needed it? *(Percentages do not add to 100% because the response "don't know" is not included.)*



### Most confident they can find information about healthcare charges

KHIP asked, “How confident are you that you could get information about the amount different doctors or other healthcare providers in your area would charge you to provide a certain treatment or procedure if you needed it?”

More than 1 in 3 Kentucky adults (36%) were extremely or very confident they could find healthcare charges associated with certain treatments or procedures. About 1 in 3 adults (34%) were moderately confident. Fewer than 1 in 3 adults (28%) were not too confident or not confident at all. Responses did not differ significantly by income, age or region.