What is a patient portal?
Secure online website or app that patients have 24-hour access to their personal health information, like recent doctor visits or lab results.

Introduction
Patient portals are a tool used to increase patient's involvement and increases patient centered care approach. There are major positives, negatives and improvements that can be made.

- Ethical dilemmas
- Ethical benefits
- Room for improvements
- Patient opinions

Ethical Dilemmas
Some concerns about portals include
- Miss-interpretation of results/ complexity of results
- Respect for autonomy
- sensitive and potentially upsetting information (doctor isn’t there for support)
- timing of results
  - Early access without clinician’s help with explanations
  - Respect for autonomy

Ethical benefits
- better patient centered care
- Stronger trust/relationship built between clinician and patient
- no more ”no call is good news a phone call is bad news” for lab results
- Patient receives clinician’s comments on results

Room for improvement
- Results Explanation tab / clinician pre-results rundown
- Sensitive and potentially upsetting results not posted on portal unless thorough decision says other wise
- Warning on self treatment and googling
- Brief description of personalized results to not be concerned about

Patient opinions
- Positive attitudes
- Easy to use
- More motivated to act on presented info
- Like clinician comments/ post visit summaries

Bibliography

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