

The following articles were copied from ECRI Risk and Safety E-News for May 1, 2017.

## Decrease Potential for "Oh, by the Way" Moments with Previsit Notes from Patients

Giving patients the opportunity to type their own primary care visit agendas into the electronic health record (EHR) improves patient-clinician communication, according to a study published in the March/April 2017 Annals of Family Medicine. Setting an agenda before a patient arrives, the authors said, can decrease the potential for "Oh, by the way" items brought up at the end of a visit. The authors had 101 patients type in previsit agendas before meeting with one of 28 clinicians at a primary care clinic serving a safety-net community hospital in Seattle. The agendas were brief, with 83% of patients typing for less than 10 minutes and 80% typing fewer than 60 words. For example, one patient wrote "lumps on my lung." In this example, the clinician later responded that this was an incidental finding, a pulmonary nodule identified by computed tomography, and it might have been missed were it not on the agenda. Follow-up surveys indicated that 79% of patients and 74% of clinicians thought the agendas improved communication and 73% of patients and 82% of clinicians wanted to continue to use the agendas in the future. One patient wrote in a follow-up survey that setting the agenda showed "the doctor and I [are] on the same page." One clinician commented that a benefit of the prewritten agenda was the opportunity for "time to think about issues ahead of time." In other news about EHRs, a study published April 19 in the Journal of General Internal Medicine found that incorporating a default vaccination order into EHRs may improve vaccination rates. Two of three participating clinics used their normal EHR with no modifications and the third clinic modified its EHR to require both the physician and assistant to accept or cancel an automatic vaccine order. The clinic using these "active choice" prompts had 6% more flu vaccinations compared with the controls.