

## EHR My Chart

Reference Number: RDF2315-24

Date of Response: 13/03/24

Further to your Freedom of Information Act request, please find the Trust's response(s) below:

Please be aware that the Royal Devon University Healthcare NHS Foundation Trust (Royal Devon) has existed since 1<sup>st</sup> April 2022 following the integration of the Northern Devon Healthcare NHS Trust (known as Northern Services) and the Royal Devon and Exeter NHS Foundation Trust (known as Eastern Services).

*I would like to information on secondary data on the usage of 'MyChart' in your organisation, so would be really grateful if you could provide the following information, all of which is available in the Electronic Healthcare Record (EHR) Epic Pulse Dashboard "MyChart Diamond".*

<b>Question</b>	<b>Response</b>
<i>1a. How many patients have been seen in the last 12 months with a My Chart account?</i>	25.7%
<i>1b. What % has this increased/decreased in the past 3 months?</i>	11.9%
<i>1c. Does your Trust have a target for how many patients should have a MyChart Account? If yes, what is it?</i>	We have an internal motivational target to achieve 140k signed up by April 24.
<i>2a. What % of appointments are scheduled on-line via MyChart?</i>	0
<i>02b. What % has this increased/decreased in the past 3 months?</i>	N/A
<i>2c. Does your Trust have a target for how many appointments are scheduled via MyChart? If yes, what is it?</i>	No
<i>3a. What percentage of appointments are available to be scheduled online via MyChart?</i>	0
<i>3b. What % has this increased/decreased in the past 3 months?</i>	0
<i>3c. Does your Trust have a target for how many appointments can be scheduled via MyChart. If yes what is it?</i>	No
<i>4a. What percentage of notes are shared via MyChart?</i>	0%
<i>4b. What % has this increased/decreased in the past 3 months?</i>	N/A
<i>4c. Does your Trust have a target on the % of notes to be shared via MyChart. If yes, what is it?</i>	Currently we are only sharing information via

	letters and After Visit Summaries.
<i>5a. What percentage of results are released for inpatient/outpatient (within 24 hours)?</i>	3.7%
<i>5b. What % has this increased/decreased in the past 3 months?</i>	-6%
<i>6a. What percentage of results are not released for inpatient/outpatient within 31 days?</i>	37.4%
<i>6b. What % has this increased/decreased in the past 3 months?</i>	1.2%