

## **One Teen's Difficult Medical Journey: How OpenNotes and the Patient Portal Improve Safety and Outcomes**

An avid patient/family and healthcare technology advocate, Lisa Danielpour will share how the Personal Health Record and OpenNotes can provide essential information, transparency and tools to improve patient safety and health outcomes. Her son's medical crisis with Crohn's Disease at age 13 forged their perspectives of the importance of easy access to health information while they were living in two hospitals over an eight month period. We know patients and family leave office visits or hospital stays not retaining much of the information shared. Giving patients and family access to OpenNotes – full chart notes through the online patient portal – offers a holistic understanding often not covered by a visit summary. OpenNotes ensures everyone is on the same page and that the care plan is clear, even when families and clinicians are not in agreement.