The Electronic Health Record (EHR) brings many positive benefits to healthcare: cost reduction and improvements in productivity, quality, and privacy (just to name a few). However, adoption rates of patient portals are only 29 percent. 87 percent of patients want electronic access to their health records. However, 40 percent of patients report challenges accessing their medical records.

**WAYS TO MAKE THE EHR WORK FOR YOU**

1. **Minimize downtime.** Unexpected downtime is incredibly frustrating to healthcare professionals and patients, and can even put safety at risk. Ensure you have the right technology and a strong backup safety net to minimize or eliminate it.

2. **Slow load times and data entry latency frustrate physicians and eat away at valuable patient/provider face time. An effective data center approach ensures your EHR can move as quickly as your physicians do.**

3. **Most EHRs allow you to customize templates to match your facility’s work practices. Another improvement might be integrating video into your system for efficient telehealth visits. (Make sure you choose a solution that makes the experience as seamless and close to real-life as possible.)**

4. **Make mobile a standard.** When physicians can use tablets/portable devices to chart notes, or patients can easily use apps to access portals, they're more likely to maximize the benefits of the EHR.

5. **Training is critical to make EHR work for physicians, but it can easily become too long, too unfocused, or too vague to be effective. Make sure your training is relevant and useful.**

6. **Ensure strong security measures.** Safeguarding protected health information is mission critical. Invest in modern cybersecurity methods to ensure private information stays private.

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