

# Seniors Want Their Health IT

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Still think that senior citizens don't know the difference between a computer mouse and the ones that like hiding out in floorboards? Think again.

According to a survey conducted by Accenture, more seniors than ever are picking up a mouse in their quest for online health information.

The survey, published in November 2013, revealed:

- 67 percent of seniors surveyed say access to online health information is important, but only 28 percent have full access to their records
- 70 percent think it's important to request prescription refills online, but only 46 percent say they have the ability to do so
- 58 percent responded that they would like to be able to e-mail their provider, but only 15 percent say they are able to

Judy Murphy, RN, FACMI, FHIMSS, FAAN, deputy national coordinator for programs and policy at the Office of the National Coordinator for Health IT (ONC), says her 88-year-old mother is one of those seniors.

"She does some e-mail and she's always ordered her prescriptions online, through a clearinghouse," Murphy told the *Journal* recently. "She's not gotten to the point of looking at her lab values, so I think it's a matter of a progression, or an evolution, if you will."

Health information management professionals will certainly be a part of that evolution as they help providers interact with patients via online portals and under the "meaningful use" EHR Incentive Program.

As Murphy puts it, "We really need to move the needle on patient engagement."

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