

Medical records are just that. **Records.**

We're just couriers, bringing our records
from one doctor to another without
understanding what's in them.

85%

Over 85% of adults have less than
proficient health literacy.

<http://www.health.gov/communication/literacy/issuebrief/>

What do we see when we look at our medical records?

PAGES OF IMPERSONAL STATS

Lists full of demographics, medical terminology and legal jargon that make us feel like lab specimens rather than unique individuals.

Demographics
First Name: Ellen
Last Name: Ross
Gender: Female
Marital Status: Married
Religious Affiliation: Christian
Ethnicity: Asian
Language Spoken: English
Address: 17 Daws Road, Portland, OR 97006
Telephone: 415-555-1229
Birthday: March 7, 1960

Guardian
Role: Sister
First Name: Martha
Last Name: Shan
Address: 1357 Amber Drive, Beaverton, OR 97006
Telephone: 816-276-6909

Provider
Name of Provider: Ashby Medical Center
Address: 1002 Healthcare Dr, Portland, OR 97266
Telephone: 415-555-1200

Allergies
Allergy Name: Penicillin
Reaction: Hives
Severity: Moderate to severe

Allergy Name: Codeine
Reaction: Shortness of Breath
Severity: Moderate

Allergy Name: Bee Stings
Reaction: Anaphylactic Shock
Severity: Severe

Immunizations
Date: May 2001
Immunization Name: Influenza virus vaccine, IM
Type: Intramuscular injection
Dose Quantity (value / unit): 50 / mcg

Education/Instructions: Possible flu-like symptoms for thr
Date: April 2000
Immunization Name: Tetanus and diphtheria toxoids, IM
Type: Intramuscular injection
Dose Quantity (value / unit) 50 / mcg
Education/Instructions: Mild pain or soreness in the local

Medication
Date: March 28, 2005
Type: Liquid
Name of Medication: Acetaminophen with codiene
Instructions: 2 puffs once a day
Dose Quantity (value / unit): 2 / puffs
Rate Quantity (value / unit): 1 / day
Name of Prescriber: Ashby Medical Center

Date: December 10, 2003
Type: Tablet
Name of Medication: Indomethacin
Instructions: 50mg bid with food
Dose Quantity (value / unit): 50 / mg
Rate Quantity (value / unit): 2 / day
Name of Prescriber: Ashby Medical Center

Plan of Care
Planned Activity Name: Office consultation
Planned Date: May 28, 2007
Instructions: Consultation with Dr. George Potomac for Ast

Planned Activity Name: Chest X-Ray
Planned Date: June 1, 2007
Instructions:

Planned Activity Name: Sputum Culture
Planned Date: May 28, 2007
Instructions:

Encounters
Encounter: ED Visit for Ankle Sprain
Provider: Dr. Henry Seven
Location: Community Hospital
Date: March 28, 2005

INFORMATION WITH NO SENSE OF PRIORITY

Chronic conditions like allergies mixed with occasional ones. Sprained ankles treated the same as surgeries. Childhood prescriptions alongside current ones.

STALE SNAPSHOT OF OUR HEALTH

Documentation of past events with no sense of what's current and how our health has evolved over time.

INDECIPHERABLE MEDICATION PLANS

Current prescriptions mixed with past ones, inconsistent dosage wording, and no link between prescriptions and conditions make it difficult for people to stay on track.

EXHAUSTIVE LISTS OF UNRELATED ENTRIES

We think about our ailments, but medical records separate providers, medications, and encounters from the conditions they're meant to treat.

We need a medical record that is...

dynamic

Prioritizes the here and now and surfaces how our health is improving or worsening.

holistic

Shows us how visits, prescriptions, and lab results are related.

understandable

Minimizes jargon and presents information in visual and digestible ways.

personalized

Is designed for us, giving us the information we need to take control of our health.

Introducing Nightingale,
a new take on health records

Ellen Ross' Medical Records

Ellen Ross
March 7, 1940 (DOB)
Gene Ross (GUARDIAN)

Ellen is a **widowed Asian female** who observes **Christianity** and speaks **English**.

ADDRESS
17 Daws Road
Portland, OR 97006

TELEPHONE
(415) 555-1229

ALLERGIES

- Penicillin**: Hives, moderate to severe
- Codeine**: Shortness of breath, moderate
- Bee Stings**: Anaphylactic shock, severe

MEDICAL CONTACTS

- Dr. Bala Venktaraman**: Primary provider, ASHBY MEDICAL CENTER, 1002 Healthcare Dr, Portland, OR 97266, P: (415) 555-1200
- Dr. Henry Seven**: COMMUNITY HOSPITAL, 304 Willows St, Portland, OR 97349, P: (415) 555-1312

CURRENT MEDICATIONS AND ACTIVITY

Monday, January 2, 2013

	Morning	Evening	
Naproxen	1 tablet	Lipitor	1 tablet
Naproxen		Naproxen	1 tablet

ELLEN'S MEDICAL JOURNAL

BY DATE, BY CONDITION, BY TYPE

Timeline: 2012, 2011, 2010, 2000s, 1990s, 1980s, 1970s, 1960s, 1950s, 1940s

- Asthma Check-Up**, Dr. Henry Seven, Community Hospital, August 28, 2012
- Gall Bladder Surgery**, Dr. Bala Venktaraman, Ashby Medical Center, March 2, 2012
- Influenza Virus Vaccine**, Intramuscular injection, February 16, 2012
- Visit for Annual Exam**, Dr. Henry Seven, Community Hospital

CURRENT MEDICATIONS AND ACTIVITY

Monday, January 2, 2013

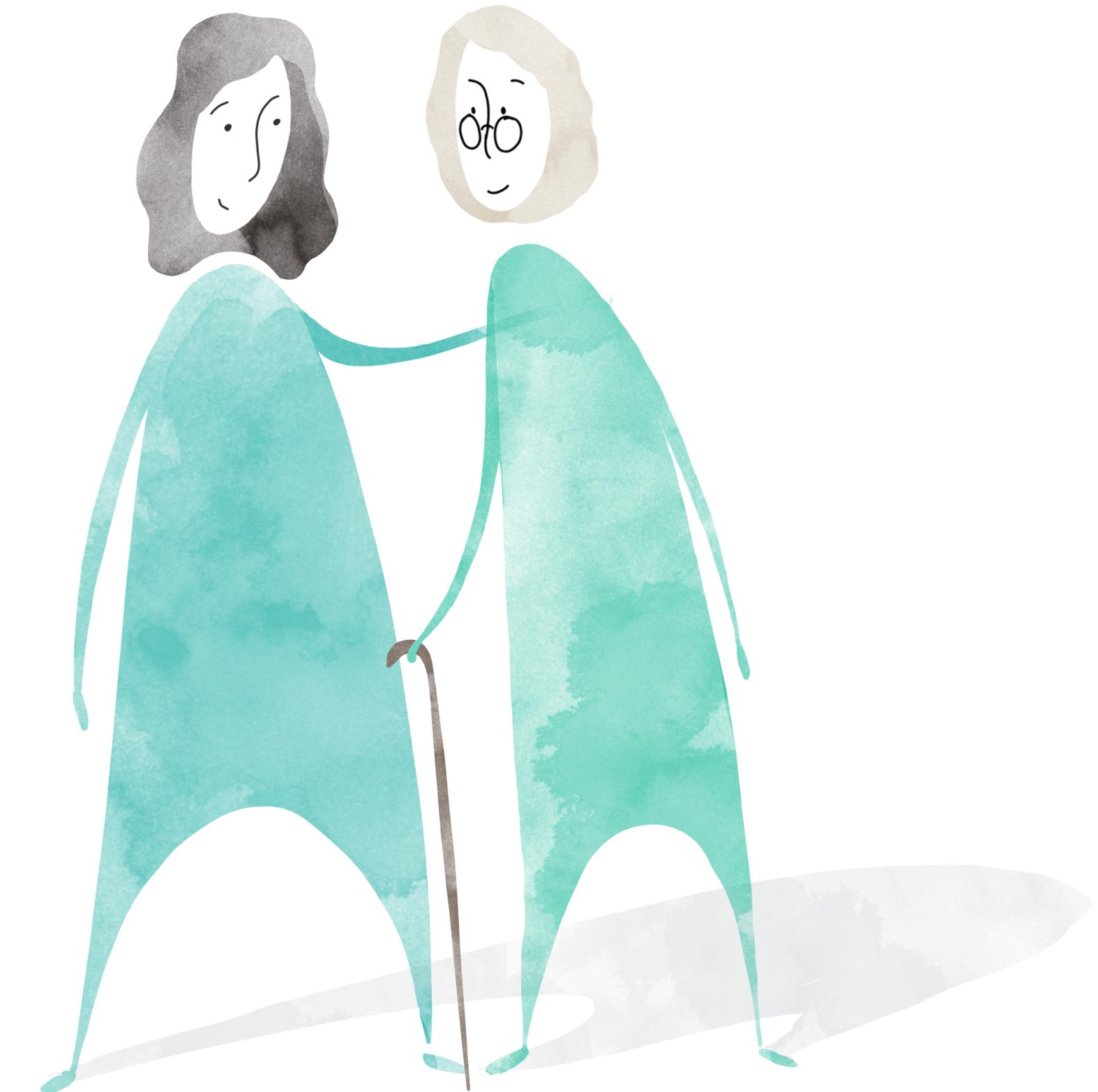
	Morning	Evening
<input type="checkbox"/> Naproxen	1 tablet	
<input type="checkbox"/> Go for a walk		15 mins
<input type="checkbox"/> Naproxen	1 tablet	
<input type="checkbox"/> Lipitor		1 tablet

7:00 AM, 1 reminder set

Tuesday, January 3, 2013

Meet Ellen and Gene

Ellen is a 72 year old woman living on her own. As her age has progressed over the past few years, she finds it harder to keep track of her many doctor's visits and prescriptions. She counts on her health record and her daughter, Gene, to keep up with everything.





dynamic

Ellen loves that she can see her latest appointments and results anytime she logs in. Even last minute doctors appointments show up right away.

PERSONAL DATA IN A PERSONAL WAY

Patient information presented in a human way, not a readout from a database.

YOU, AT A GLANCE

Relevant medical information for doctors and care givers, including language spoken, allergies, and primary providers is easily accessible.

The screenshot displays the 'Ellen Ross' Medical Records' interface. At the top left is a circular profile picture of Ellen Ross, with her name and birth date (March 7, 1940) below it. To the right is a 'CURRENT MEDICATIONS AND ACTIVITY' section showing a weekly calendar for Monday, January 2, 2013. It lists 'Morning' and 'Evening' activities with corresponding medications and doses. Below this is the 'ELLEN'S MEDICAL JOURNAL' section, which is a timeline from 2012 to 1940s. It lists various medical events with icons and dates: 'Asthma Check-Up' (August 28, 2012), 'Gall Bladder Surgery' (March 2, 2012), 'Influenza Virus Vaccine' (February 16, 2012), 'Visit for Annual Exam' (Dr. Henry Seven, Community Hospital), 'Lipid Panel Results' (Dr. Henry Seven, Community Hospital), 'Urinalysis Results' (Dr. Henry Seven, Community Hospital), 'Laparoscopic Cholecystectomy' (Dr. Bala Venktaraman, Ashby Medical Center, December 22, 2011), and 'Symbicort' (Prescribed by Dr. Bala Venktaraman, Ashby Medical Center, December 17, 2011). A blue bar highlights the 'Lipid Panel Results' entry. At the bottom of the journal is a 'LOAD MORE' button. On the left side of the main content area, there are sections for 'ALLERGIES' (Penicillin, Codeine, Bee Stings) and 'MEDICAL CONTACTS' (Dr. Bala Venktaraman, Dr. Henry Seven, Dr. Jenifer Burkowitz).

MANAGE YOUR DAY TO DAY

The Medications and Activities plan keeps track of immediate and recurring reminders.

SEE ONLY WHAT MATTERS

Quickly find what you're looking for using organizations by date, condition, and type of entry.

ALWAYS UP TO DATE

Appointments, lab results, prescriptions, and messages all show up in the medical journal when they occur. Add your own, too!

SEE LAB RESULTS

Receive notifications when lab results arrive and view them right from the medical journal.



holistic

Ellen needs to keep track of multiple conditions she's developed over the years. The holistic health record brings together providers, visits, medications, and lab results, making it easy to keep track of things.

Ellen Ross' Medical Records

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 March 7, 1940 (DOB)
 Gene Ross (GUARDIAN)

Ellen is a **widowed Asian female** who observes **Christianity** and speaks **English**.

ADDRESS
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Portland, OR 97006

TELEPHONE
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ALLERGIES

Penicillin	Hives	moderate to severe
Codeine	Shortness of breath	moderate
Bee Stings	Anaphylactic shock	severe

MEDICAL CONTACTS

- Dr. Bala Venktaraman**
Primary provider
ASHBY MEDICAL CENTER
1002 Healthcare Dr
Portland, OR 97266
P: (415) 555-1200
- Dr. Henry Seven**
COMMUNITY HOSPITAL
304 Willows St
Portland, OR 97349
P: (415) 555-1312
- Dr. Jenifer Burkowitz**
SCRIPPS HOSPITAL
2907 Medical Center Dr
Portland, OR 97789
P: (415) 555-1403

CURRENT MEDICATIONS AND ACTIVITY

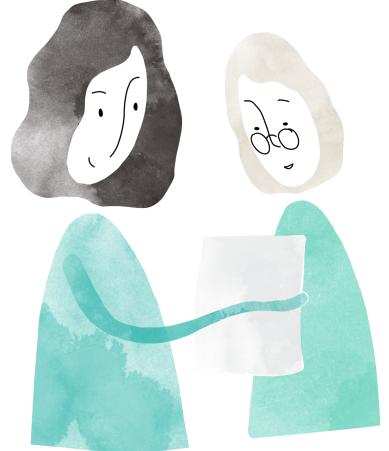
SU	Monday	Tu	We	Th	Fr	Sa
	January 2, 2013 Morning Naproxen 1 tablet				Evening Lipitor 1 tablet Naproxen 1 tablet	

ELLEN'S MEDICAL JOURNAL

BY DATE **BY CONDITION** BY TYPE

2012 2011 2010 2000s 1990s 1980s 1970s 1960s 1950s 1940s

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understandable

Easy-to-read lab results that explain what her results mean and offer recommendations to improve her health empower Ellen to be more proactive.

KEEPING IT SIMPLE

Each test and result is explained in plain English.

SEE PROGRESS OVER TIME

Scannable visuals provide an overview of whether test results are improving or worsening over time.

Ellen Ross' Medical Records

CURRENT MEDICATIONS AND ACTIVITY

Day	Morning	Evening
Monday	Naproxen 1 tablet	Lipitor 1 tablet Naproxen 1 tablet
Tuesday		
Wednesday		
Thursday		
Friday		January 2, 2013
Saturday		

ELLEN'S MEDICAL JOURNAL

- Lipid Panel** (January 28, 2012)

Dr. Henry Seven, Community Hospital

It is recommended that healthy adults with no other risk factors for heart disease be tested with a fasting lipid profile once every five years. Individuals may also be screened using only a cholesterol test and not a full lipid profile. However, if the cholesterol test result is high, there may be the need to have follow-up testing with a lipid profile.

COMPONENT	HISTORY	RESULTS
Cholesterol	ideal is <200 mg/dL	240 mg/dL (TOO HIGH)
HDL	ideal is >40 mg/dL	43 mg/dL (AWESOME!)
Non-HDL	ideal is 40-60 mg/dL	76 mg/dL (AWESOME!)
LDL	ideal is <100 mg/dL	241 mg/dL (TOO HIGH)
Triglyceride	ideal is <150 mg/dL	202 mg/dL (BORDERLINE)
- Asthma** (August 28, 2012)
- Gall Bladder Surgery** (March 2, 2012)
- Influenza Virus** (February 16, 2012)
- Visit for Annual Checkup** (Dr. Henry Seven, Community Hospital)
- Lipid Panel Results** (Dr. Henry Seven, Community Hospital)
- Urinalysis Results** (Dr. Henry Seven, Community Hospital)
- Laparoscopic Cholecystectomy** (Dr. Bala Venktaraman, MD)
- Symbicort** (Prescribed by Dr. Bala Venktaraman, MD)

Family History (your family's average cholesterol levels): 260 mg/dL (TOO HIGH)

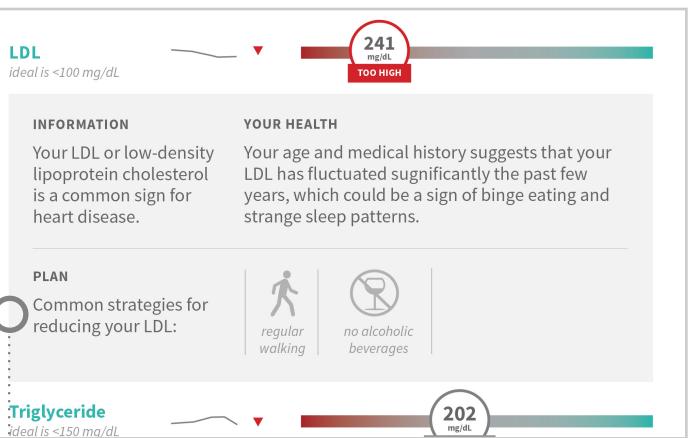
LOAD MORE

PRINT AND SHARE

Easily print any results to share with family and doctors.

DIGESTIBLE RESULTS

Results are displayed on a spectrum of “doing well” to “concerning” statuses rather than specific numbers that patients don’t understand.



ACTIONABLE RECOMMENDATIONS

Lab results come with straightforward suggestions on ways to improve. These can easily be added to the Medications and Activities schedule.

SEE HOW YOU COMPARE

Family histories show how you compare when health conditions are hereditary.

ALL IN ONE PLACE

Upcoming prescriptions, appointments, and activities are all visible at a glance.

CURRENT MEDICATIONS AND ACTIVITY

Su	Monday		January 2, 2013	Tu	We	Th	Fr	Sa
	Morning	Evening						
	Naproxen 1 tablet	Lipitor 1 tablet						
		Naproxen 1 tablet						

CHOOSE YOUR VIEW

See what's coming by day, week, or medication.

CURRENT MEDICATIONS AND ACTIVITY

Lipitor		Su	Mo	Tu	We	Th	Fr	Sa
Atorvastatin (for cholesterol)								
Naproxen		Su	Mo	Tu	We	Th	Fr	Sa
(for pain relief)								
Klonopin		Su	Mo	Tu	We	Th	Fr	Sa
Clonazepam (dizziness)								
Meclizine		Su	Mo	Tu	We	Th	Fr	Sa
Antihistamine (for nausea)								

CURRENT MEDICATIONS AND ACTIVITY

Su	Naproxen 1 tablet Klonopin 1/2 tablet (if needed)	Naproxen 1 tablet						
Mo	Morning Naproxen 1 tablet	Evening Naproxen 1 tablet						
Tu	Naproxen 1 tablet	Naproxen 1 tablet						
We	Naproxen 1 tablet	Naproxen 1 tablet	Lipitor 1 tablet					
Th	Naproxen 1 tablet	Naproxen 1 tablet						
Fr	Naproxen 1 tablet <small>06 Appointment with Dr. Henry Seven</small>	Naproxen 1 tablet	Lipitor 1 tablet	Meclizine 1/2 tablet				
Sa	No scheduled medications	Naproxen 1/2 tablet						

CURRENT MEDICATIONS AND ACTIVITY

Monday		January 2, 2013
Morning	Naproxen	<input type="checkbox"/> 1 tablet
	Go for a walk	15 mins
Evening	Naproxen	1 tablet
	Lipitor	1 tablet
	7:00 AM	1 reminder set
Tuesday		January 3, 2013

PHONE FRIENDLY VIEW

The Medications and Activities plan can be printed wallet-size or accessed on a phone so that it's always at hand.

SHARED PLANS

Guardians can check on plans to make sure loved ones are taking their medications and going to appointments.

SET REMINDERS
Email and phone alerts ensure you follow your regimen.



personalized

Ellen's personalized medical plan ensures that she's always on top of her medications and appointments. The guardian view puts Gene at ease by letting her know what her mom needs and when.