

**Demographics:**

- Woman
- Born in Canada, speaks English
- Completed high school
- Age range is between 65-74 years

Medical History:

- 1 or more chronic conditions
- Asthma and obstructive pulmonary disease
- 4 prescriptions daily
- Lab testing occurs a few times a year

Goals & Expectations:

- Proactive management of chronic conditions
- SDM with providers
- To be informed as an empowered patient

Scenario: Participant does not know their doctor and has historically found the delay between receiving diagnostic testing and waiting for access to their lab results frustrating. Consequently, she has been using online lab services for 4+ years to access lab results.

Notify

Curious about lab results and current health status.

I like to micromanage my health...I'm curious.

Access

Results are accessed via tablet when home or cell phone when not.

Usually, I use my phone so I could be anywhere. If I'm home, I'll bring them up on the iPad, but often just on my phone.

Read

Explore portal access and read lab results.

I like to be able to interpret my own as much as possible. Because I know doctors, it's hard to see them. And really now it's hard to see them.

Evaluate

Tries to understand what the lab results mean.

Generally, I mean, between me and Dr. Google, we usually figure it out.

Clarify

Calls doctor when cannot understand results.

Call my doctor...and ask if I should make an appointment.

Potential for functionality enhancement:

Offer notifications to users when results are ready for review.

Ensure systems and interfaces are mobile friendly.

Emphasize and identify abnormal results.

Provide links to content from high quality resources targeted to consumers.

Facilitate asynchronous communication with health care providers.