

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 (50 MCGs)
- 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	

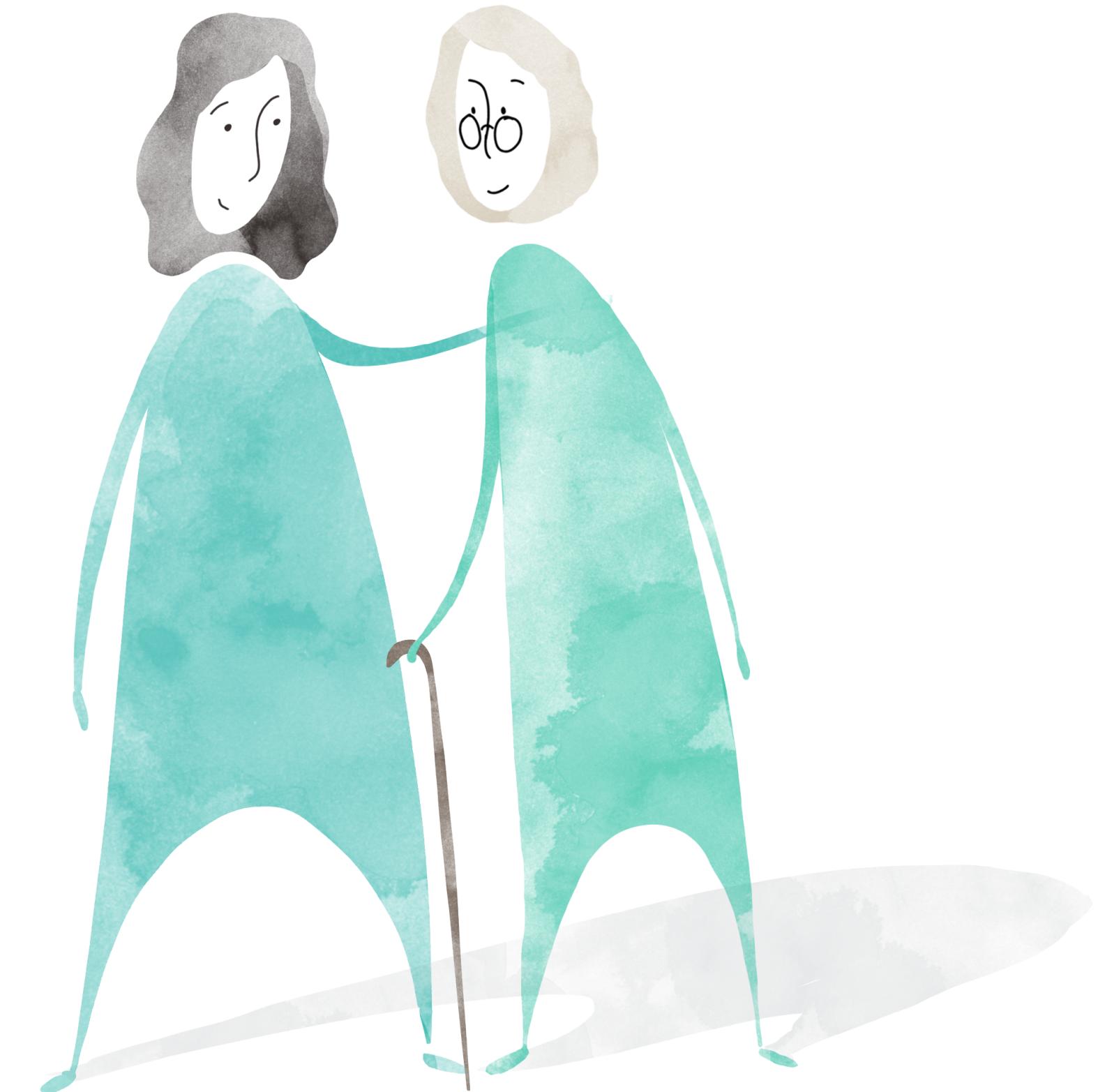
7:00 AM 1 reminder set

**Tuesday** January 3, 2013

# Meet Ellen and Gene

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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 red alert icon is visible next to the 'Lipid Panel Results' entry. At the bottom is a 'LOAD MORE' button.

### 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)  
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ADDRESS  
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**ALLERGIES**

<b>Penicillin</b>	• • • •
Hives	moderate to severe
<b>Codeine</b>	• • • •
Shortness of breath	moderate
<b>Bee Stings</b>	• • • •
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		January 2, 2013		Tu	We	Th	Fr	Sa
		Morning		Evening					
	Naproxen	1 tablet	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

**Asthma**

**ACTIVE**  
1947-present

Asthma is a chronic, or long-term, disease that inflames and narrows the airways of your lungs. Asthma causes a variety of symptoms that can worsen at any time, including coughing, wheezing, chest tightness, and shortness of breath.

**YOUR MEDICATIONS**

CURRENT: **Symbicort**  
One spray in each nostril as needed

SEE PAST MEDICATIONS ▾

**YOUR SYMPTOMS**

- Wheezing
- Shortness of breath

**YOUR HISTORY**

Frequency Duration (s)

APR MAY JUN JUL AUG SEP OCT

August 28, 2012 Visit for Asthma Checkup Dr. Henry Seven, Community Hospital

December 17, 2011 Began New Medication Symbicort

### BROWSE VISUALLY

See your health history in a visual way. Filter conditions to focus on a holistic view of your ailments

### SEE EVERYTHING THAT'S RELATED

Condition view brings together all doctor's visits, medications, and treatments related to a condition into one cohesive view.

### MEDICATION HISTORY

See current and past medications with their effectiveness and side effects.

### TRACK RELEVANT STATS

Keep a condition-specific record of symptoms and reactions to monitor your health.



## 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)
 

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** (March 2, 2012)
- Influenza Virus** (February 16, 2012)
- Visit for Annual Checkup** (Dr. Henry Seven, Community Hospital, January 28, 2012)
- Lipid Panel Results** (Dr. Henry Seven, Community Hospital, January 28, 2012)
- Urinalysis Results** (Dr. Henry Seven, Community Hospital, January 28, 2012)
- Laparoscopic Cholecystectomy** (Dr. Bala Venktaraman, Portland, OR, December 22, 2011)
- Symbicort** (Prescribed by Dr. Bala Venktaraman, December 17, 2011)

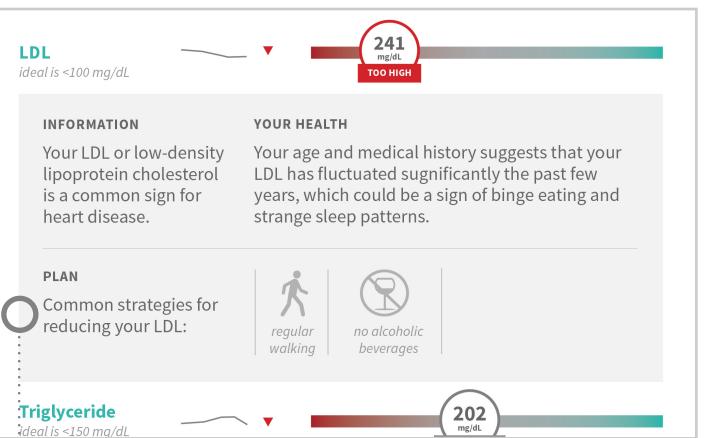
**LOAD MORE**

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