

IDENTIFYING USERS' REQUIREMENTS TO
ASSIST IN THE DELIVERY OF PORTABLE
LIFETIME HEALTH RECORDS VIA HEALTH
CARDS

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ABSTRACT

The current health system in Malaysia is fragmented and there is yet a binding factor that effectively integrate both the public and the private healthcare services. Health records of one's lifetime or known as Lifetime Health Record (LHR) is identified to assist this. It can be shared to facilitate consultation and review past medical problems and treatment and to aid in future clinical intervention. For LHR to be beneficial, it has to be portable and can be carried around when there is a need. One of the ways is to incorporate LHR into the health card. As Malaysian begins to use the MyKad (*Malaysian Kad Akuan Din*), the opportunity is seized as to how health records keeping is optimized via MyKad. It is understandable that most of the info structure is unique in order to support health card and some of these is not shareable to ensure privacy. The objectives of this study are to analyze the implementation issues of portable lifetime health records in Malaysia, to identify relevant health record datasets to assist in continuity of care, to identify the most optimal delivery channel as well as basic functionality of the application that supports health card. The significance of this study is that it will ensure that healthcare is seamless, assist in self help and self empowerment of individuals and LHR and health card will be the integrator of health services. The methodology adopted by this study was via questionnaires and direct interviews. It was undertaken in May-October 2002 in the Klang Valley. The findings of this study among other showed that

individuals are willing to share health records with doctors if it is stored in a secured place and that they are willing for these records to be kept in a health card. They were not willing to keep health record in the card that can shame them. They agreed that clinical data of both wellness and illness state to be stored in the health card. They agreed that the Internet be used to support uploading and downloading from the national health record database. Respondents preferred that the display of health records data from the health cards be simple but informative as well as being able to demonstrate progress or recovery from diseases. The limitation of this study is that individuals are yet to see health as an asset, and therefore not able to comprehend the true need of portable health records to assist in care. Other limitations are detailed out in the report. It is suggested that a detail study be undertaken following this study particularly to elaborate out the users requirement of health records in different care setting as in a small clinics, home or large hospitals. In addition, a follow up study should be embarked to detail out the most cost effective info structure and infrastructure that need to be established to support the health card in order to assist in realizing the Malaysian health goals and vision to deliver seamless healthcare services.

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