

# Exploring Patient Data Exchange between Healthcare Professionals





## “We should not do this, but we use WhatsApp”

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### Research Questions

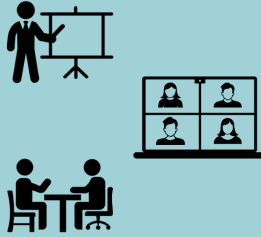









- 1) How do pharmacists and physicians handle sensitive data of chronic patients?
- 2) Which processes are the two groups using to interact with patient data?
- 3) Where do privacy-related problems occur?

### Demands for an Electronic Health System

 <p><b>Consistent and central storage</b> of patient data</p>	 <p>Solutions for <b>non-tech-savvy</b> patients and have fallback mechanisms</p>	 <p><b>Automatic pre-diagnoses</b> and result-based notifications</p>	 <p><b>Low Patient Burden</b> to support treatment success</p>
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### Methodology

6 Co-Design Sessions; N=9; 7 Tasks; 5 Scenarios

 <p>In Person and Online Sessions</p>	<table border="1"> <tr> <th data-bbox="1360 565 1627 609">Medium</th> <th data-bbox="1627 565 1875 609">Data Type</th> <th data-bbox="1875 565 2051 609">Actor</th> </tr> <tr> <td data-bbox="1360 609 1627 846">  </td> <td data-bbox="1627 609 1875 846">  </td> <td data-bbox="1875 609 2051 846">  </td> </tr> </table> <p>Scenarios</p>	Medium	Data Type	Actor			
Medium	Data Type	Actor					
							

**Qualitative Study** with **pharmacists** and **physicians**, informed by Privacy Researchers and Healthcare System Designers

### Perspectives on Data Sharing

 <p><b>Informed patient consent</b> as prerequisite</p>	 <p><b>Insecure media</b> (Fax) and <b>private messaging apps</b> (WhatsApp)</p>
 <p>Challenging distribution of <b>read/write</b> access</p>	 <p><b>Hierarchy-based</b> access rights</p>

### The Challenge for Privacy Preserving and Efficient Treatment: Reconciling Demands

<p><b>Privacy Education for Patients</b></p>	<p><b>Technology Training for Personnel</b></p>
<p><b>Minimum Burden for Patient</b></p>	<p><b>Minimum Time Effort for Healthcare Workers</b></p>
<p><b>Access according position and need in treatment</b></p>	<p><b>General Access for Patient as Data Owner</b></p>

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### Outlook

- (1) Expand participant range
- (2) Check if participant claims about privacy preserving behaviour matches real-world behaviour
- (3) Extend study to include health care systems that are not Western-European-Style (open and free to all citizens)
- (4) Extend study to nurses and carers