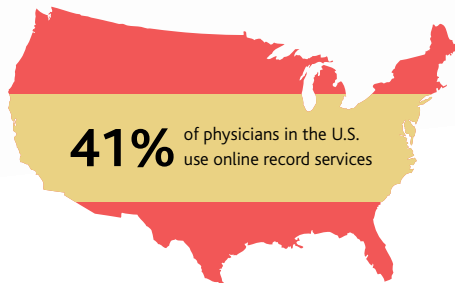


## What Do Physicians Really Think About Electronic Patient Record Services?

In June 2008, using our internet-based tool OlsonOnline™ and proprietary healthcare database, Olson Research surveyed more than 400 US-based physicians to better understand physician and patient attitudes and perceptions about using online or electronic patient record services.



While **41% of the physicians surveyed nationwide reported that they used online or electronic patient record services**, significantly more respondents in the Northeast and Midwest use these services as compared to those in the South and West. The usage of online or electronic patient record services varied from a low of 34% in the South to 47% in the Midwest.

Of those physicians who are not using online or electronic patient services, **62% cited cost as their primary reason**, however, it is interesting to note that 23% of these physicians are planning to have these installed soon. (n=236)



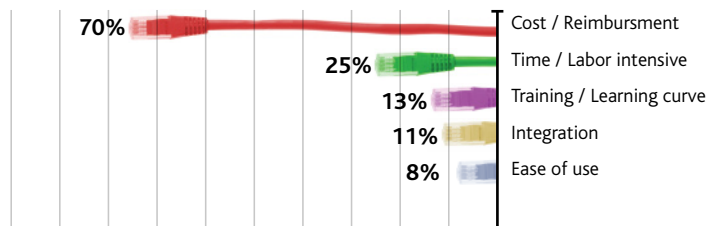
- **62%** Too expensive
- **23%** Will be installed soon
- **9%** Time consuming
- **6%** Not ready yet

Of those physicians who are using online or electronic patient services, **the most common problems reported are the sites crashing and the slow speed on these sites**. Interestingly, 31% have not experienced any problems. (n=164)

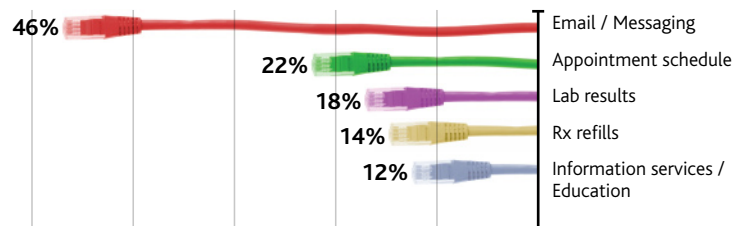


- **31%** No problems
- **20%** Services go down / crash
- **15%** Slow
- **12%** Not user-friendly
- **8%** Labor-intensive / Time consuming

While it is clear that **the main barrier to adopting electronic medical records is cost**, it is also worth noting other concerns over the time and effort required to train staff and integrate this into office procedure. (n=400)



While only 31% of physicians reported that their patients had expressed an interest in online services, of those that did, patients were reported to be most interested in the following services: (n=125)



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