Consumer-Driven Use Cases

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12 Consumer-Driven Use Cases

Updated, Prioritized for Results!

1. Trusted Digital Identity	2. Secure Communication (email & text)	3. App Access & Single Sign-on	4. Aggregate Information, Updated History
5. Connected Medical Devices	6. Self Monitoring	7. Maintain Care Plans	8. Participate in Research
9. Respond w/ Needed Information	10. Share Unsolicited Info	11. Encourage Communities	12. Healthier Lives, Save/Make Money, Get Better Care

Use Case 1: Establish a Trusted Digital Identity

A Direct address that is not connected to your identity may keep data safer while it is being shared. However, it does nothing to make sure the recipient or sender is really you.

A DirectTrust address provides the needed level of assurance for care team members to have confidence the person they are digitally sharing information with is really you.

https://www.directtrust.org/partnership-for-patients/

Use Case 2: Communicate Securely (email and text)

A patient wants to communicate with members of his or her care team using secure email or text messaging.

A Direct address that is not trusted in not fit for purpose! DirectTrust addresses add high trust in identity

https://www.directtrust.org/partnership-for-patients/

Use Case 3: Access Data w/ Trusted Single Sign-on

A person chooses many apps to gather and leverage his or her data using a single digital identity.

App access allows the user to use a single trusted identity established with a DirectTrust id/address. A single sign-on reduces patient burden and removes a major barrier for using health IT.

Provider's portal solutions allow the patient to subscribe to updates using his or her DirectTrust address.

A Direct address that is not trusted in not fit for purpose! Only support DirectTrust addresses.

https://www.directtrust.org/partnership-for-patients/

Use Case 4: Aggregate Data

A consumer wants to connect to various clinical providers using an app or multiple apps of his or her choice, then aggregate the information into a central place that belongs to her.

She doesn't want to worry what will happen to her health information if she changes provider, gets new health insurance, an app she uses gets purchased by a new company or goes out of business.

She doesn't want to worry about her data being monetized in ways she can't see or control.

http://www.healthbanking.org/

Use Case 9: Respond with Needed Information

Using an app of the patient's choice, a patient responds to an automated request for information from the provider's EMR. The information returned by the patient easily flows into the provider's workflow, making it easier and faster to share the needed information with the patient's care team.

The patient doesn't have to spend time filling out a form when he or she arrives for an appointment.

Use Case 5: Connect Medical Devices

A patient has a medical device that connects to an app that allows data to flow into his or her digital records where it can be monitored more easily.

Use Case 6: Self Monitor

A person uses his or her health information for self care to monitor health conditions and work toward health goals.

Use Case 10: Share Unsolicited Information

A patient has new information or questions to share with the his or her provider. He or she can safely send that information to initiate a conversation with a care team member.

Use Case 7: Maintain Care Plans

A person creates and maintains a care plan to guide care activities on a daily basis or during a phase in his or her life. For example, a birth plan, a personal health plan, or "advance directives" to express care and treatment wishes in case of an emergency or critical situation when patient input isn't possible.

Use Case 10: Participate in Research

A patient wants to donate health data or report procedure outcome information to benefit others and support research that is improving healthcare and finding new cures. There may be financial incentives to compensate the person for choosing to share his or her data.

Use Case 11: Encourage Communities for Health

A consumer-focused organization provides a supportive ecosystem of patient friendly tools and human support services to help people access their clinical data from EHRs and incorporate the use of the information to support health needs.

Use Case 12: Live Healthier Lives, Save & Make Money, Get Better Care

People and families use Health IT to improve daily living. As a result, they live healthier lives, save money on care and treatments, make money when consenting to sharing personal health data, and get better care by being empowered with information to play a more active role on their care team.

Background on Consumer Access Use Cases

Consumer-focused Use Cases originally recommended for
the Interoperability Standards Advisory in 2017, but were not added.

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Consumer Access Recommendations

- **Recommendation 1: Add New Consumer/Patient Section to the ISA**

- **Recommendation 2: Add Educational Content with Guiding Text to the ISA for Diverse Stakeholders to Better Understand Interoperability in the Consumers/Patients Arena**

- **Recommendation 3: Initiate Work to Close Gaps on Existing Use Cases in Regulation for Patient Engagement**

- **Recommendation 4: Identify Emerging Use Cases that Will Need to Be Addressed and Monitored in ISA**

13 Original Patient-Focused Use Cases

1. App Access & Single Sign-on	2. Aggregate Information	3. Annotate and Respond	4. Provider Endorsed Apps
5. Connected Medical Devices	6. Self Monitoring	7. Share Unsolicited Info	8. Secure e-Mail
9. Secure Texting	10. Trusted Identity	11. Participate in Research	12. Encourage Communities
13. Advance Care Plans			