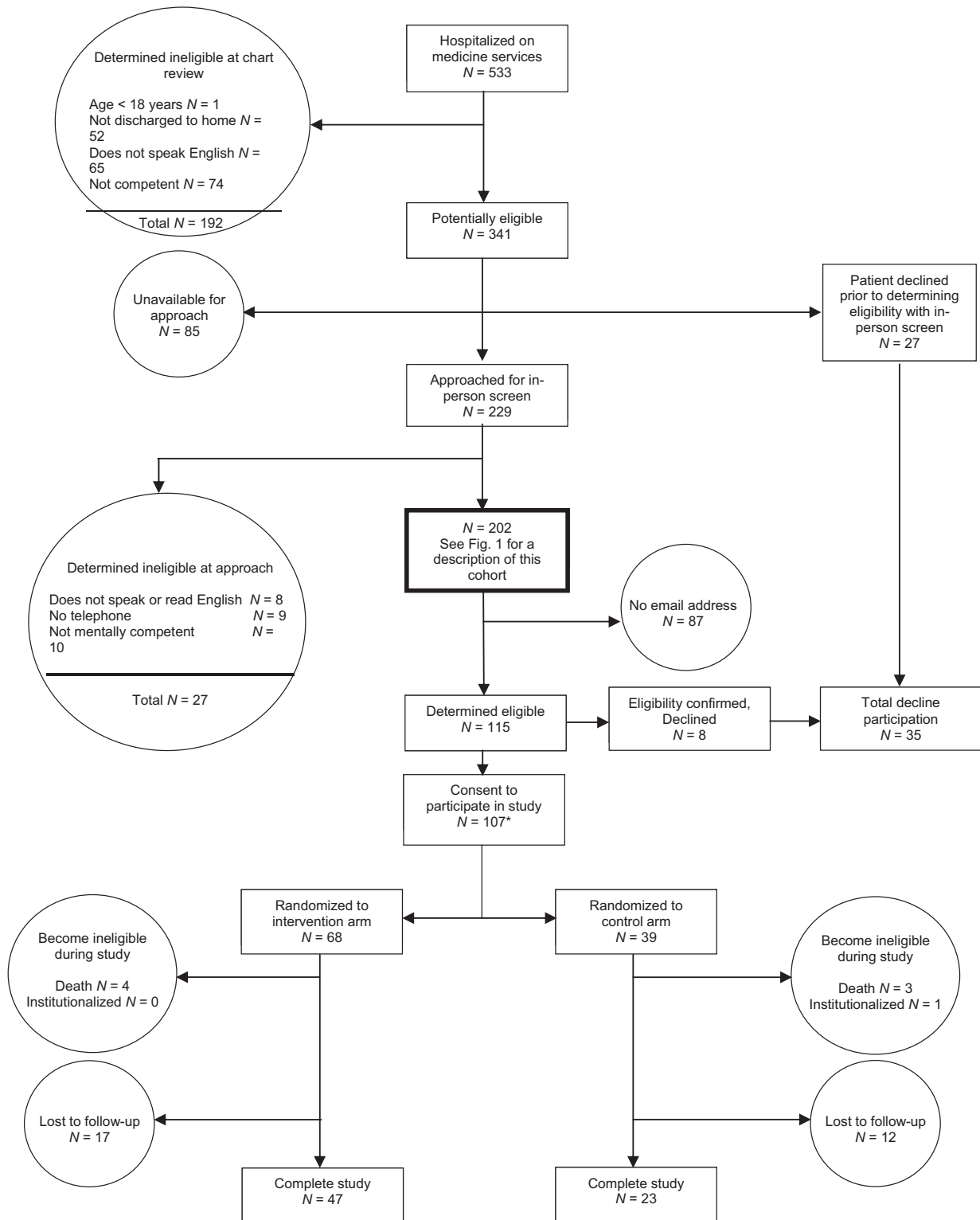


## Supplementary Material A

### Flow diagram of patients considered for inclusion in the study



\* 21 of the 107 consented participants provided nonworking email addresses for contact. Of these, 12 were eventually contacted using other methods including telephone and U.S. mail.

## Supplementary Material B

### Example Hospital Discharge Summary

#### Discharge Summary

**DATE OF ADMISSION:** 09/01/2016

**DATE OF DISCHARGE:** 09/10/2016

**PCP:** Joe Smith

#### Discharge Diagnosis

Cellulitis

CHF exacerbation

#### Consults Completed

Surgery

Infectious Disease

Cardiology

#### Operations/Procedures

Biopsy, 9/7

#### Principal Diagnostic Studies/Results

Chest X-ray 9/2

Bilateral pulmonary edema. No clear effusion.

#### Reason for Admission

Leg Cellulitis

#### Hospital Course

Mr. Bond is a 50-year-old man with CAD, CHF who presented with leg pain, found to have cellulitis.

#### #Cellulitis

Treated with 5 days of vancomycin, with good improvement. Had leg biopsy which showed Gram-negative organisms, presumed contaminant. Narrowed to po cephalexin to complete 7-day course, covering predominantly Gram-positive organisms, including staph and strep.

–Continue cephalexin to complete 7-day course on 9/12.

#### #CHF

Some volume overload on admission, with X-ray showing pulmonary edema. Diuresed with 40 IV Lasix × 2 days with improvement in dyspnea and was net negative 4 L. Then resumed home medications and pt with stable respiratory status and weight for 2 days prior to discharge.

–Continue Lasix

–Follow-up cards

#### Condition

Fair; T – 36.8, P- 86, BP 132/78

Gen: well appearing, in NAD

HEENT: MMM, EOMI, sclera anicteric

Lungs: CTAB, normal WOB

CV: RRR, no m/r/g. JVP flat

Abd: soft, nontender, nondistended

Skin: mild erythema on left leg, resolving. No purulence

#### Disposition

Home  Skilled Nursing Facility  Other: \_

#### Clinical Follow-up, Including Appointments

Primary care visit, 9/20/16

Cardiology 9/27/16

#### Diagnostic Studies Recommended

None.

#### Pending Results: (as of this Summary)

None.

#### Therapeutic Recommendations

Continue your antibiotics.

Avoid soaps or rubs.

Continue wound management.

Continue Lasix, and contact your doctor if you are gaining weight or having difficulty with breathing.

#### Allergies

Penicillin

#### Discharge Medications

Tylenol 325 mg q6 hour

Cefalexin 750 mg daily, for 2 days

Aspirin 81 mg daily

HCTZ 12.5 mg daily

Metoprolol 25 mg daily

Lasix 20 mg po daily

#### Code Status

– Full Code

UW Medicine physicians mentioned in this note can be reached by calling MedCon at 800–326–5300.

If any part of this transcript is missing or to request other transcripts for this patient call 206–744–9000. For online access to patient records enroll in U-Link at [uwmedicine.org/u-link](http://uwmedicine.org/u-link).

## Supplementary Material C

### Study Surveys

#### Baseline Survey

1. I know what medications I need to take

- Strongly Disagree    Disagree    Agree    Strongly Agree    N/A

2. I know what each of my prescribed medications do

- Strongly Disagree    Disagree    Agree    Strongly Agree    N/A

3. I know when I should visit the doctor

- Strongly Disagree    Disagree    Agree    Strongly Agree    N/A

4. I understand why I was admitted to the hospital

- Strongly Disagree    Disagree    Agree    Strongly Agree    N/A

5. It would be a good idea if patients could read their hospital records.

- Strongly Disagree    Disagree    Agree    Strongly Agree    N/A

6. I understand what I need to do after leaving the hospital

- Strongly Disagree    Disagree    Agree    Strongly Agree    N/A

7. How confident are you in filling out forms by yourself?

- Extremely  
 Quite a bit  
 Somewhat  
 A little bit  
 Not at all

8. I would like to be able to share my hospital record with [check all that apply]:

- Family member  
 My primary care doctor  
 My caregiver  
 Other  
 No one (I would not share)

Other, please describe: \_\_\_\_\_

**Follow-up Survey**

1. I know what medications I need to take

Strongly Disagree    Disagree    Agree    Strongly Agree    N/A

2. I know what each of my prescribed medications do

Strongly Disagree    Disagree    Agree    Strongly Agree    N/A

3. I know when I should visit the doctor

Strongly Disagree    Disagree    Agree    Strongly Agree    N/A

4. I understand why I was admitted to the hospital.

Strongly Disagree    Disagree    Agree    Strongly Agree    N/A

5. It would be a good idea if patients could read their hospital records.

Strongly Disagree    Disagree    Agree    Strongly Agree    N/A

6. I understand what I need to do after leaving the hospital

Strongly Disagree    Disagree    Agree    Strongly Agree    N/A

7. I wish I had more information about my hospitalization

Strongly Disagree    Disagree    Agree    Strongly Agree    N/A

8. The training on accessing my medical records was useful. \*

Strongly Disagree    Disagree    Agree    Strongly Agree    N/A

9. I would like to be able to share my hospital records with [check all that apply]:

- My primary care doctor
- Family member
- My caregiver
- No one (I would not share)
- Other (please explain) \_\_\_\_\_

10. Since you were discharged from the hospital did you attempt to login to the patient portal?

Yes    No    Don't Know

11. Were you able to login to the patient portal?

Yes    No

(If no, skip next question)

12. Did you read your discharge summary on the computer using Harborview's Patient Portal (eCare)?

Yes  No

(If no, skip next question)

13. It was helpful to have access to my discharge summary

Strongly Disagree  Disagree  Agree  Strongly Agree  N/A

[If answer to 11 or 12 is no]

14. Please tell us why you [either didn't login to the portal or didn't read your discharge summary] [check all that apply]

- Technical difficulties
- Didn't feel well enough
- Wasn't able to because of personal/time constraints
- Didn't think about it/forgot
- Forgot password
- Other (please explain) \_\_\_\_\_

15. I prefer to go to a hospital that will let me see my hospital records

- Yes
- No
- Don't know

**Having access to my medical records:**

16. Would increase my trust in doctors

Strongly Disagree  Disagree  Agree  Strongly Agree  N/A

17. Would increase my satisfaction with care

Strongly Disagree  Disagree  Agree  Strongly Agree  N/A

18. Patients are often given many pieces of paper when they leave the hospital. Check all that apply.

- I don't remember getting them
- I received them
- I read them
- I do not know where they are
- I found them helpful
- I found them confusing

19. What suggestions do you have for improvement in Harborview's patient portal (eCare) and discharge summaries? [Text field]

Thank you for participating in this study! So that we can send you the \$25 gift card please provide us with the best street address to reach you. [Record address]

\*These questions will only be asked of the intervention arm patients