

Dear Colleagues,

On “THIS DATE,” “THIS HEALTH SYSTEM” will initiate “Open Notes”—sharing of ambulatory office visit notes online with patients. Patients will be able to read these notes on “THE NAME OF PORTAL,” our secure, confidential patient portal.

Sharing notes with patients through OpenNotes is a practice that has been studied and is now available in more than 50 health systems across the United States.

Attached, please find a document with frequently-asked questions. Below is some important background:

Why “HEALTH SYSTEM” is leading by sharing notes:

We are confident that sharing notes with patients is the right thing to do.

[Research](#) based on experience with sharing patient notes at three diverse institutions, and repeated in subsequent surveys at Kaiser Permanente and the Department of Veteran’s Affairs (VA), has shown that patients overwhelmingly support OpenNotes and report important clinical benefits, including:

- better understanding of their health and medical conditions
- improved recall of their care plan
- feeling more in control of their care
- taking better care of themselves
- doing better at taking their medications as prescribed

Many patients reported they would choose a doctor or health care system based on the availability of OpenNotes.

As OpenNotes has been implemented across health systems, doctors have reported little, if any, burden for themselves, without significant impacts on workflow, and very few patient-reported concerns. [More recent research](#) in BMJ Quality & Safety found that 99% of patients felt the same or better about their doctors after reading notes, and more than 50% of doctors felt that patient satisfaction and trust improved with note reading.

For more study findings, including several publications that are available for downloading, please go to myopennotes.org.

Based on the positive results at many other institutions, we believe that making OpenNotes a routine part of care is the right thing to do for our patients.

You may have questions about how this will work at “HEALTH SYSTEM.” Many of these questions will be answered in the attached FAQ. If you have further questions or comments, please contact “HEALTH SYSTEM REPRESENTATIVE.”

We look forward to your participation.

“SIGNED BY SPONSORING CLINICIAN (s)”