Patient portal adoption challanges

Patient Portal Adoption Challenges Objection or challenges to the adoption of a patient portal, sometimes referred electronic healthcare information management categorize into knowledge and motivation based factors (LeRouge, Slyke, Seale, & Wright, 2014). Knowledge-based challenges include cases where the healthcare professionals and staffs admit to not knowing how to use the information systems. Interestingly, studies indicate that up to now there are few medical and healthcare staff who have no idea what e-healthcare systems do and their role in the effective management of data and information. On the contrary, motivation based factors are the attitudes that the medical staff has towards the adoption of healthcare portals. In this context, the professionals complain that the portals are difficult to use, require more than enough training. Moreover, some have presumed that the portals are inappropriate for handling healthcare records while others simply state that they do not enjoy using the information systems.

To some extent, the medical staffs are justified in their objection to patient portals since they require technical knowledge absent in most of the workers (Ronda, Dijkhorst-Oei, & Rutten, 2014). The use of a patient portal requires suffice skills on Information Technology as opposed to medical and health care knowledge. Security and privacy concerns have been some of the misgivings of information systems and given the nature of the systems, breaches can occur where stealing of personal data can be a huge set back to the adoption of the portals. Nonetheless, the privacy issue concerns sharing of critical information with the employer, a situation that has made many medical staffs be worried about the extent of personal information they leave feed into the system. Medical workers presume that too much

personal information is compromising their relationships with their employers.

References

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