

## Challenges Affecting Effective Communication of PHI to Non-Medical Users

There is now a greater need for individuals to access and understand their own personal health information. This knowledge is important and enables one to understand and participate in managing their own health and well-being. Efforts have been made towards making this possible. However, challenges are also experienced. The non-medical users, those without any medical training background, have difficulties in accessing, reading, locating, understanding and interpreting their personal health information. In addition, the medical users, those with a medical training background, have their own medical terminologies and language which makes it even more difficult for the non-medical users to understand their PHI. The study aims at investigating the challenges experienced in communicating PHI effectively to the non-medical users. A preliminary study carried out showed that limited access to PHI, lack of understanding of the content in the PHI reports, lack of proper communication, lack of uniformity in the implementation of the EMR system, are some of the challenges preventing effective communication of PHI to non-medical users.

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