

Why Your Providers Might Not Have the Same Information

Your healthcare team may be treating you without seeing exactly the same information.

Your primary care doctor, specialists, hospital, imaging center, laboratory, pharmacy, and other providers may use different electronic health record systems.

Those systems do not always communicate seamlessly with one another.

Records may not transfer automatically or immediately. A specialist may not have your latest test results. Your primary care provider may not yet know that another physician changed a medication. Sometimes information is available but buried within a large medical record.

That is one reason patients are often asked the same questions repeatedly.

What you can do

Keep a basic record with you of:

- Your current medications
- Major diagnoses and procedures
- Your healthcare providers
- Recent tests and results
- Important changes in your treatment

Before an important appointment, confirm that the provider has received the records, imaging, or test results they need.

The bottom line

Do not assume every provider has the complete picture. Keeping track of key information can help you identify gaps and make sure important details reach the right people.

Need help making sense of what comes next?

SurePath Health helps you understand the system, prepare for next steps, and move forward with greater clarity and confidence.