

THE IMPACT OF SECURE MESSAGING OUTREACH IN IMPROVING MEDICATION COMPLIANCE WITH STATINS (B1), Stacy Tam. Kaiser Permanente Medical Care Program, Los Angeles, CA (stacy.d.tam@kp.org) IRB approved.

Secure Messaging (SM) is an electronic mailing system that is interfaced with the Kaiser Permanente electronic medical record. With the Internet changing the way we communicate, taking advantage of SM as a means of patient communication has the potential to greatly impact patient health outcomes, including medication compliance. A SM outreach program was recently implemented to target patients non-compliant with their statin therapy. The objective of this pilot study was to quantify the impact of SM in improving medication compliance and validate its use for future outreach efforts. The SM process involved sending eligible patients who had been flagged for statin non-compliance in the preceding 6 months a secure message reminder to refill their statin prescription. Subsequently, a retrospective chart review of these patients was conducted to determine what each patient did in response to the message. In order to assess the utility of SM as an effective mode of communication to improve medication compliance, the following endpoints were determined: the percentage of patients who opened/read the secure message, the percentage who replied to it, and the percentage who actually refilled their statin prescription after receiving the message. Preliminary results will be presented.