

**Table 2**

Emerging Themes from Focus Group Discussions

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**Familiarity with and use of health information exchange (HIE) and related services**

**Feedback about use of electronic medical records in HIE, e-Rx, and PHRs**

- Security issues, risks to privacy and confidentiality
- Suggested privacy safeguards
- Dependence on Internet and electronic infrastructure
- Lack of comfort with technology among some consumers
- Potential consequences of data errors and mistaken identity
- Consolidation of medical information in one place

**Specific feedback on health information**

- Potential decrease in quality of care due to HIE
- Provider participation in HIE
- Cost of HIE
- Potential improvements in quality of care

**Specific feedback on e-prescribing (e-Rx)**

- Pharmacy limitations
- Cost of e-Rx
- Safety improvements
- Speed and convenience

**Specific feedback on personal health records**

- Concerns about user computer knowledge and access
- Difficulty of interpreting medical information
- Patient access to and awareness of health data
- Convenience of patient access to consolidated information
- Patient control of health data

**Input on HIE education delivery**

- In person, face to face
  - Media
  - Targeting based on demographics
  - Role of government in HIE education
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