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**2025 Davee Foundation Lecture**

**and Resident Research Day**

**Abstract**

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**Title: Resident and Faculty Perspectives on MyChart Utilization Within Family Medicine**

**Background:**The widespread adoption of patient portals, accelerated by the government’s Meaningful Use criteria and the COVID-19 pandemic, has transformed healthcare communication. However, this shift has led to a significant increase in electronic health record (EHR) in-basket messages, contributing to physician burnout. Primary care physicians, particularly family medicine residents, are disproportionately affected, receiving substantially more patient messages than their surgical counterparts. Understanding family medicine residents’ perspectives on patient portals is essential for developing strategies to mitigate burnout and enhance patient care.

**Methods:**A cross-sectional survey comprising 25 items was administered to all Northwestern McGaw Family Medicine residents and faculty to assess MyChart utilization. The survey collected quantitative data, summarized using descriptive statistics, and qualitative responses, categorized into themes.

**Results and Conclusions:**Among 24 respondents, 82.6% reported daily MyChart usage, with 69.6% finding it easy to navigate and 91.3% acknowledging its effectiveness in reviewing and communicating test results. Concerns highlighted included the potential for patient self-diagnosis (65.2%), the creation of a digital divide (65.2%), and increased workload due to the necessity for timely responses (74.5%) and message volume (60.9%). On average, respondents spent approximately 59.6 minutes daily documenting patient encounters using MyChart. Despite these challenges, there was a consensus on MyChart’s positive impact on healthcare efficiency and patient care.

The findings underscore the need to adapt care delivery in response to evolving healthcare technologies. Proposed solutions include establishing patient agreements to set expectations for MyChart use and leveraging artificial intelligence to automate responses, thereby reducing the messaging burden on residents and faculty. Implementing a feedback system could further identify emerging challenges and opportunities for improvement in this rapidly changing landscape.