



# Doctors Tell Us Why Electronic Health Records Are Causing Burnout

Eight medical professionals discuss with Healthline the benefits and drawbacks of having to keep electronic health records.

**Dr. Christopher Maiona, chief medical officer at PatientKeeper Inc., Waltham, Massachusetts**

**Years practicing:** 20+ years

**On the stress of keeping electronic records:**

“With EHRs, we should have better access to patient information, but it’s often buried in a sea of redundant or irrelevant data, or it may be in an inconsistent format, which makes finding the pertinent information challenging.

“Invariably, they slow me down, and over the years they’ve come to demand more of my time. ‘Feeding’ the EHR has become a job in itself. What ought to be an asset has become a hindrance.”

**What can be done to make EHRs better:**

“Imagine having a computer system that can help streamline the process by highlighting critical overnight changes and helping prioritize daily tasks in an intelligent manner that is consistent with how that physician practices. Such a breakthrough would get physicians on the floor sooner and to the patient’s bedside earlier.”

**On whether they’re a net benefit or drawback:**

“Technology should not burden physicians. Rather, it should be a valued resource to help them be a little sharper, more efficient, and better equipped to interact more frequently with patients.”