

# Assessment of Knowledge, Perception, and Use of Electronic Medical Records Among Health Workers at the University of Abuja Teaching Hospital, Gwagwalada

Raymond Ekhaton\*, Prosper Okonkwo

Department of Community Medicine and Primary Health Care

\*Corresponding Author

## ABSTRACT

The advent of Electronic Medical Records (EMRs) has transformed healthcare delivery by improving efficiency, accuracy, and accessibility of patient information. EMRs are essentially digital versions of the paper documents used in a clinician's office, typically functioning as an internal system within a practice. Successful implementation of EMRs depends largely on the knowledge, perception, and utilization patterns of healthcare workers who use these systems. This study was conducted to assess knowledge, Perception, use as well as explore barriers to effective use of EMR among health workers at University of Abuja Teaching Hospital, Gwagwalada. with the ultimate goal of providing evidence-based recommendations to strengthen EMR utilization in the institution as well as other health institutions that utilize EMR.

**Objectives:** To determine the level of knowledge of EMR among Health Care workers. To assess the perception of EMR utilization among Health Care workers.

**Study Area:** University of Abuja Teaching Hospital (UATH), Federal Capital Territory (FCT), Gwagwalada. **Study Design:** Descriptive cross-sectional survey. **Population:** Medical doctors, Nurses/midwives, Medical Laboratory Scientists, Health Information Officers and Pharmacists. **Sample size:** 344. **Sampling Technique:** Multistage sampling technique.

**Results:** The findings revealed that 73.7% of respondents demonstrated a high level of knowledge of EMRs, while 64.9% had received formal training. Most participants (99.1%) had positive perceptions toward EMR use, acknowledging that it improves the quality of care, enhances workflow efficiency, and reduces medical errors. Utilization of EMRs was high, with 74.3% of respondents reporting that they "always" use the system. Among professional groups, pharmacists (100%) and health information officers (96.3%) had the highest usage rates, while laboratory scientists had the lowest (19.4%). There was a significant association between knowledge level and EMR utilization ( $\chi^2 = 24.256$ ,  $p = 0.002$ ), but no significant relationship between perception and utilization ( $p = 0.345$ ). The most commonly reported barriers to EMR utilization were power outages (29.6%), system downtime (27.9%), poor infrastructure (24.1%), inadequate training (11.4%) and resistance to change (7%). These infrastructural and technical challenges limit the full potential of EMRs in healthcare practice.

**Conclusion:** The study concluded that healthcare workers at UATH possess high knowledge levels and positive perceptions toward EMR systems, with substantial utilization rates. However, infrastructural deficiencies such as unreliable power supply, system downtime, and inadequate training hinder optimal use. Continuous professional capacity building, investment in power and ICT infrastructure, system optimization, and supportive national policies are recommended to enhance EMR sustainability and improve healthcare delivery outcomes.

