



HEALTH INFORMATION EXCHANGE

## **Policies and Procedures Training FAQ's**

### **HIE Authorized Users**

**1. If an employee at one facility works at another facility that participates with the HIE, will they need to have two HIE accounts?**

- a. If the employee is working for the same Participant, they will not need two accounts. If the employee works for two entirely different practices, they may need two separate accounts. This decision would be finalized based on the decision of both Participants involved.

**2. Does the Camden Coalition offer HIPAA training to all the participating facilities?**

- a. The Coalition is not currently offering HIPAA training for participating facilities. Because HIPAA training is required for users of the HIE, the Camden HIE can offer support for these HIPAA trainings through providing educational materials to participating facilities.

### **Consent**

**1. Does each organization need a different consent for record reviewing within the HIE?**

- a. Yes, each Participant needs to have a consent form signed by the patient if it wishes to view that patient's data. The consent form covers all authorized users of that specific participant. If an organization has multiple locations, a separate consent form does not need to be signed by each location. Reasonable efforts should be made to communicate consent among the multiple locations.

**2. When in the office (primary care setting), can we assume the patient has signed all their consents while they were in the hospital? Do these consents fall under the office consents?**

- a. If the patient data is physically present in the HIE, then that patient has consented at the hospital level to have their data available. However, the participating primary care office must still gain a separate consent to view that patient's data.

**3. Are consents different from the primary care level versus the hospital level?**



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- a. Yes. At the hospital level, the patient's data is automatically included unless the patient signs the "opt out" form. The patient in the primary care office must sign a consent form for that participating office to view that patient's data.
- 4. Does every patient have to sign a consent form every six months in order for us to go through and view information from the HIE?**
    - a. Yes, consent must be obtained for each episode of treatment, which lasts for 6 months.
  - 5. Does a consent need to be signed each time a patient comes into the facility for a different condition? For example if a patient comes in for chest pain one visit and then the next visit comes in for STD treatment, does two consents need to be signed?**
    - a. No; one consent form will cover that Participant to view the patient's data for 6 months, regardless of the reason of the visit.
  - 6. Can a facilities' consent forms be combined with the consent form that is used for the opt-in or opt-out process of the HIE?**
    - a. Consent forms can be combined in the sense of including both consents in the same information/registration packet. However, a signature of consent for the HIE must be separate than a signature for a patient consenting treatment by that organization, and the consent language provided by the Coalition must remain the same.
  - 7. If a patient signs a consent on one particular visit, can we view information in the HIE from past visits?**
    - a. Yes; consent by the patient allows for that Participant to view all available data on that patient.
  - 8. What is the rate of patients who choose to opt-out of the HIE?**
    - a. The rate is below 10%.



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#### **Special Protection**

#### **1. What is special protection of patient information? Please provide examples.**

- a. Special protection is a legal requirement for certain types of information. There are additional security requirements in order to protect certain types of information because of the sensitivity surrounding them. Examples of Sensitive information include behavioral health data, mental health data, and STD and genetic information.

#### **2. If an individual comes into the ER for an STD for example, would they sign a separate consent?**

- a. No; any patient that enters the hospital has the opportunity to opt-out of the Camden HIE. If he/she choose to opt-out, their entire medical record will be removed from the HIE. The patient cannot choose to include certain information and not include other information.

#### **3. Does the consent form include information about the protective health information a patient may have?**

- a. Yes; the consent form for viewing the HIE outside the hospital references the ability to view all data, include information under special protection.

#### **4. Are we able to send patient information from the HIE to other facilities even though the patient does not want us to send certain information? For example, if a patient took a drug test at a participating HIE lab and they did not want us to send the results to another facility, is that possible?**

- a. If a patient requests that their data is not sent from one facility to another, it is up to the discretion of the first facility to honor that request. However, all users who have consented to view patient data can view the entire medical record when it relates to treatment. This means that if the second facility has HIE users and the patient gives that second facility consent to view their information in the HIE, they have the right to view all of the information that is made available, not just what the patient wants them to see.



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#### **Data Quality and Errors Process**

- 1. What is an example of an error that we would report on the coalition's website error tracking form?**
  - a. Errors can include incorrectly matched records; duplicate charts; incorrectly merged charts; listing the wrong type of patient hospital encounter; etc.
- 2. Do we use the error tracking form if the patient's name is spelled incorrectly?**
  - a. Yes
- 3. What is an example of a patient needing to amend their data?**
  - a. Patients may ask to amend data concerning demographic information, such as address if they change addresses or other demographic information that the hospital may have entered incorrectly.
- 4. Who do we notify about a change of address?**
  - a. You can notify the Camden Coalition through the error tracking form if you would like. You can also attempt to notify the hospital(s) that the patient has accessed to see if they will make a change of address. Some facilities may not do this until they can direct verify with the patient.

#### **Patient's Rights and Complaints Process**

- 1. How many patients have complained about the HIE?**
  - a. No patients prior to creating the ACO feedback form have entered a complaint to the Coalition about the HIE; however, in our effort to maintain a high standard of patient rights, it is important to make available to patients a place to enter complaints if there are any.
- 2. If a patient asks for a copy of their medical records, do we print information from the HIE or only give them copies of their records generated from our facility?**



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- a. A patient asking for a copy of their medical records must follow fill out the necessary Release of Information paperwork for that particular participant. Only the data from the records generated from the facility should be given to the patient.
- 3. If a patient goes to a doctor that is not a part of the HIE, can we still send information to that doctor using patient information from the HIE?**
- a. As part of the treatment permitted use case, information can be sent to the treating provider. It should be noted that the HIE is not the legal health record.
- 4. Is it possible for the complaint form on the Camden Coalition’s website to be available in Spanish?**
- a. The complaint form can be found in Spanish here:  
<http://www.camdenhealth.org/reaccion/>