

21st Century Cures Act and Information Release

Frequently Asked Questions (For internal use by providers and staff)

Do the changes to our Information Release process only apply to patients seen as outpatients?

These changes apply to all patients in every setting throughout the NHRMC system.

How will patients who do not have an electronic device access their information?

The Cures Act requires us to make patients' information available via electronic means; however, it does not require that patients access their information this way. Health Information Management's existing procedures for patients to obtain a copy of their medical records will still be available.

Who handles the release of the information? Will it be automated for all locations, including physician offices?

Several pieces of information from a patient's medical record will be automatically released, including completed labs and testing results and many provider notes. This will be an automated process through Epic and will apply for all locations in our network, including Physician Group practices, inpatient and emergency departments.

What are Haiku and Canto? Who has access to them?

Haiku and Canto are Epic applications that give credentialed providers access to EPIC via their secure mobile devices. Additional resources and information about Haiku and Canto are located on the EPIC Learning Home Dashboard. These apps are typically only available to members of the NHRMC Medical Staff and within NHRMC ambulatory practices, with a few exceptions.

If a provider feels the information should be held, is there a "Do Not Release" process?

In the vast majority of cases, delaying the release of a patient's information is not an option unless the patient explicitly requests the information not be released to their MyChart account or if the provider believes physical harm may occur. There are very few situations that qualify as an exception (ie: Psychotherapy notes). In these instances, release may be held at the time of ordering or signing the note:

- To hold release of a progress note: de-select the "Share with Patient" button and include the smart phrase .notenotreleasedtopt. In the ambulatory setting, if you forget the smart phrase, you will be reminded to do so at the time of closing the encounter.
- To hold release of a result: when placing the order, under "release to patient" click "Manual release only" and select the appropriate reason for preventing immediate release

Some information may cause immediate concerns or distress for the patient. Will someone be available quickly to speak to the patient and address this information?

Providers should follow their normal workflow for responding to urgent patient inquiries. Electronic release of results is not meant to replace verbal direct communication with patients regarding abnormal results. We encourage providers and care teams to inform their patients ahead of time about this process and the possible outcomes of their testing to help mitigate possible distress.

What does it mean that results must be released to the patient "in the way the patient would like to receive them?"

We are required to make a patient's information available electronically via MyChart or other applications. If we receive a patient request for electronic transfer of their records outside of releasing it to MyChart, there will be a process in place to review that request within 10 business days. We will continue to reinforce the benefits and security of MyChart and encourage all patients to activate and use their MyChart accounts.

Do patients have to review their results?

No, patients do not have to review their results. Patients will be informed that their providers will review results and contact them directly if needed.

How do I report suspected Information Blocking?

Staff or external requestors will be encouraged to report any concerns regarding information blocking to Compliance via the Compliance Hotline at (800)348-9847. Patients may voice concerns directly with their provider, Health Information Management or the Patient Advocate Liaison.

Any reports received will be thoroughly reviewed for compliance with the regulations.

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Patient Discussion Tip Sheet (For internal use by providers and staff)

As NHRMC begins to release notes and results simultaneously to providers and patients, we expect many patients will have questions. We encourage all members of the care team to be prepared to educate our patients about these changes. Below we have provided several helpful talking points to guide your conversations with patients at their next encounter:

- We believe you deserve to see your information as soon as it is available. This does not replace our direct communication with you. We value our connections with our patients and will continue to contact you when necessary to discuss results.
- We release notes and results automatically to your MyChart account and to your provider at the same time as soon as they are ready to be reviewed.
- As a patient it is your right to receive these results electronically. Some patients prefer to see their results online immediately. Other patients may feel more comfortable waiting to discuss results with their care team. As a patient you can choose when to view your results.
- If you do not want to receive your results electronically, you can:
 - Tell your provider that you do not want to receive this information electronically
 - Turn off your MyChart notifications from within your account. The information will still deliver automatically to your account, but you will not be alerted when it is available to review.
- When possible, we will discuss the potential outcomes with you prior to having a test done and the next steps.
- If you still have an immediate concern, you can send us a message through MyChart, or we can set aside time at your upcoming appointment to discuss your concerns.

For Discussion in the Ambulatory Setting:

- Some clinics order test results to be done a few days PRIOR to an appointment. In this instance, your provider will review these results with you DURING your next appointment.
- Your test results will be released to MyChart when they are finalized, but before I have a chance to review them. Please know, if there is anything critical, either I will call you, or a member of my team will call you as soon as possible. I typically review all results within 2 days, so please watch your MyChart account for further advice, interpretation and guidance on next steps.
- Please be sure to keep all follow-up appointments and we will review all results released to your account at that time.
- We will contact you immediately regarding any critical or life-threatening results, we have internal alerting systems that will let us know immediately about those results.
- We will still contact you after we review the results Would you like us to reach out via phone or MyChart?"

For Discussion in the Inpatient or Emergency Department Setting:

- The provider will be around to meet with you. They will be sure to review the results with you and answer all of your questions at that time.