

Staff Training

Understanding Healthix Patient Consent

Healthix Facilitates Exchange of Data

Healthix Policy and Patient Consent Work

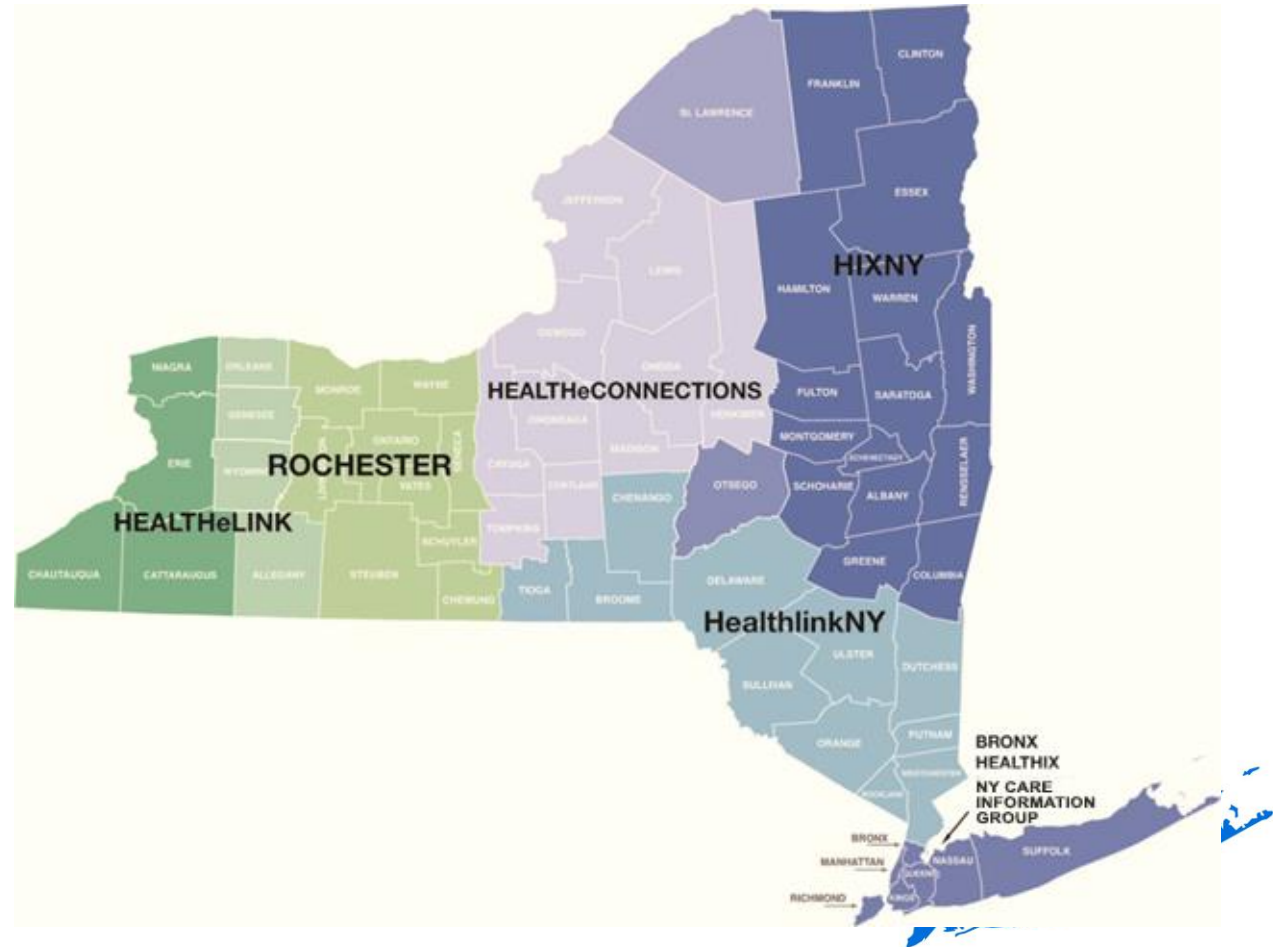
**Responsibilities: Training, Documenting
and Preparing for Audit**

1. Let's Understand How Healthix Facilitates Exchange of Data

Healthix and the SHIN-NY

8

Health Information Exchanges (HIEs)



Healthix Role

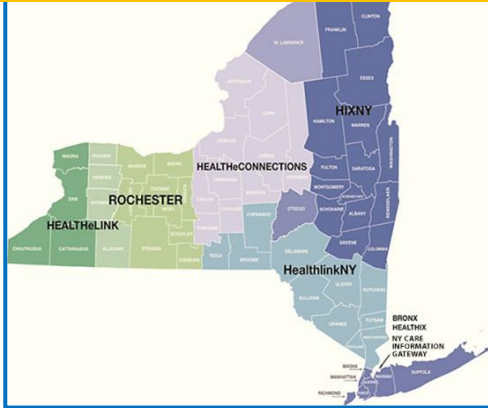


Healthix

- Supplying secure data to improve healthcare quality, efficiency and effectiveness
- Providing a range of clinical information in real-time 24/7
- Facilitating care coordination

Healthix Today

SHIN-NY

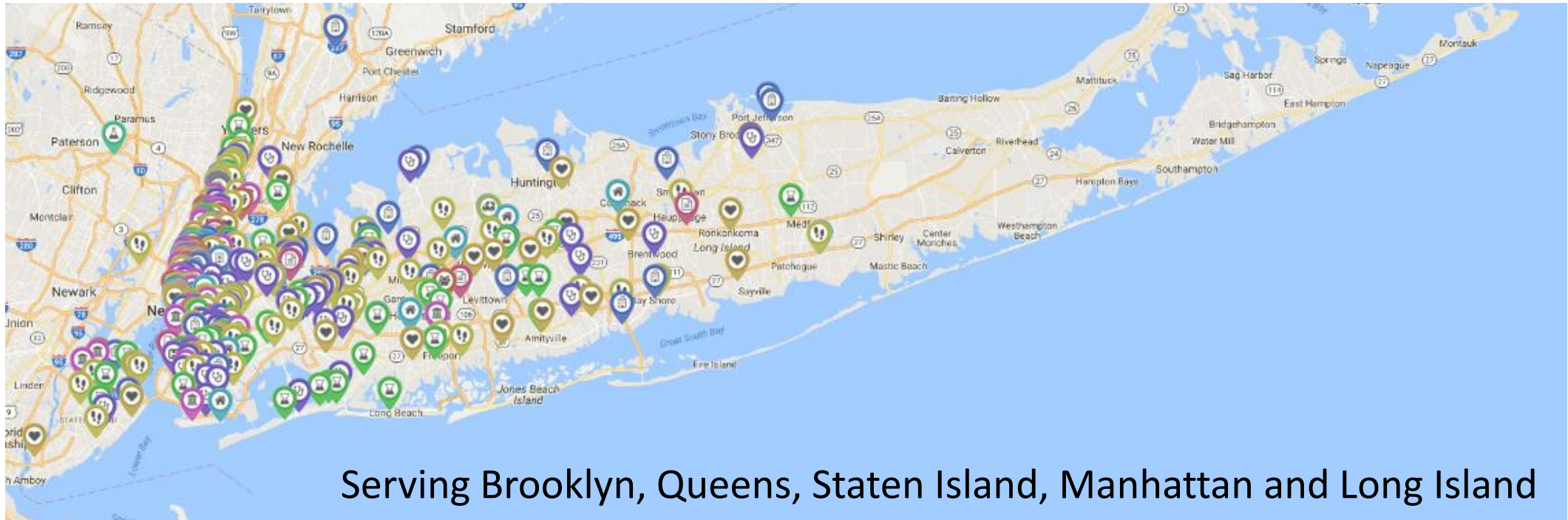


**500 Participants
~ 1,500 Facilities**



Healthix - the largest public HIE in nation

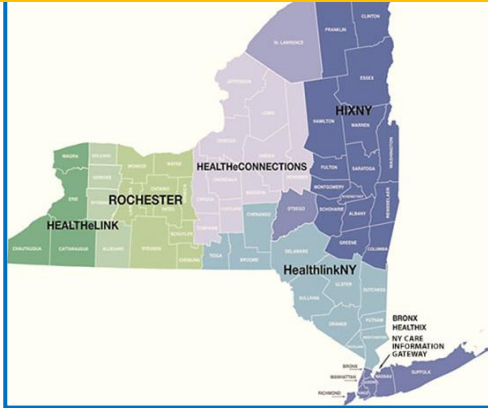
+ 16,000,000 Million Patients



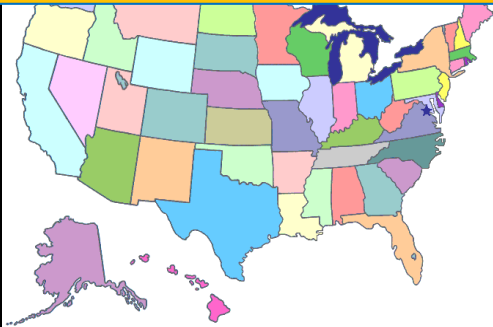
Serving Brooklyn, Queens, Staten Island, Manhattan and Long Island

Healthix Today

SHIN-NY



eHealth exchange and SHIEC



PRIVATE HIEs



- PRIVATE HIEs INCLUDE:**
- Health Plans
 - Large Provider Systems
 - PPS
 - Pharmacies
 - More...

**500 Participants
~ 1,500 Facilities**



Healthix: Sources of Data

The breadth of data in Healthix is expanding in the number and type of contributors



Hospitals



Independent
Physician
Practices of
All sizes



Long-term
Care,
Nursing
Facilities



Behavioral
Health
Facilities



Federally
Qualified
Health Centers
(FQHCs)



Community
Based
Organizations



Home
Care



EMS



Health
Plans



PPS
Leads



Medicaid
Health
Homes



Independent
Pharmacies



Independent
Labs &
Radiology
Centers



NYC
Correctional
Health
Services



All Other
Public HIEs
in New York
State

In development



Medicaid
Claims



Veterans
Administration

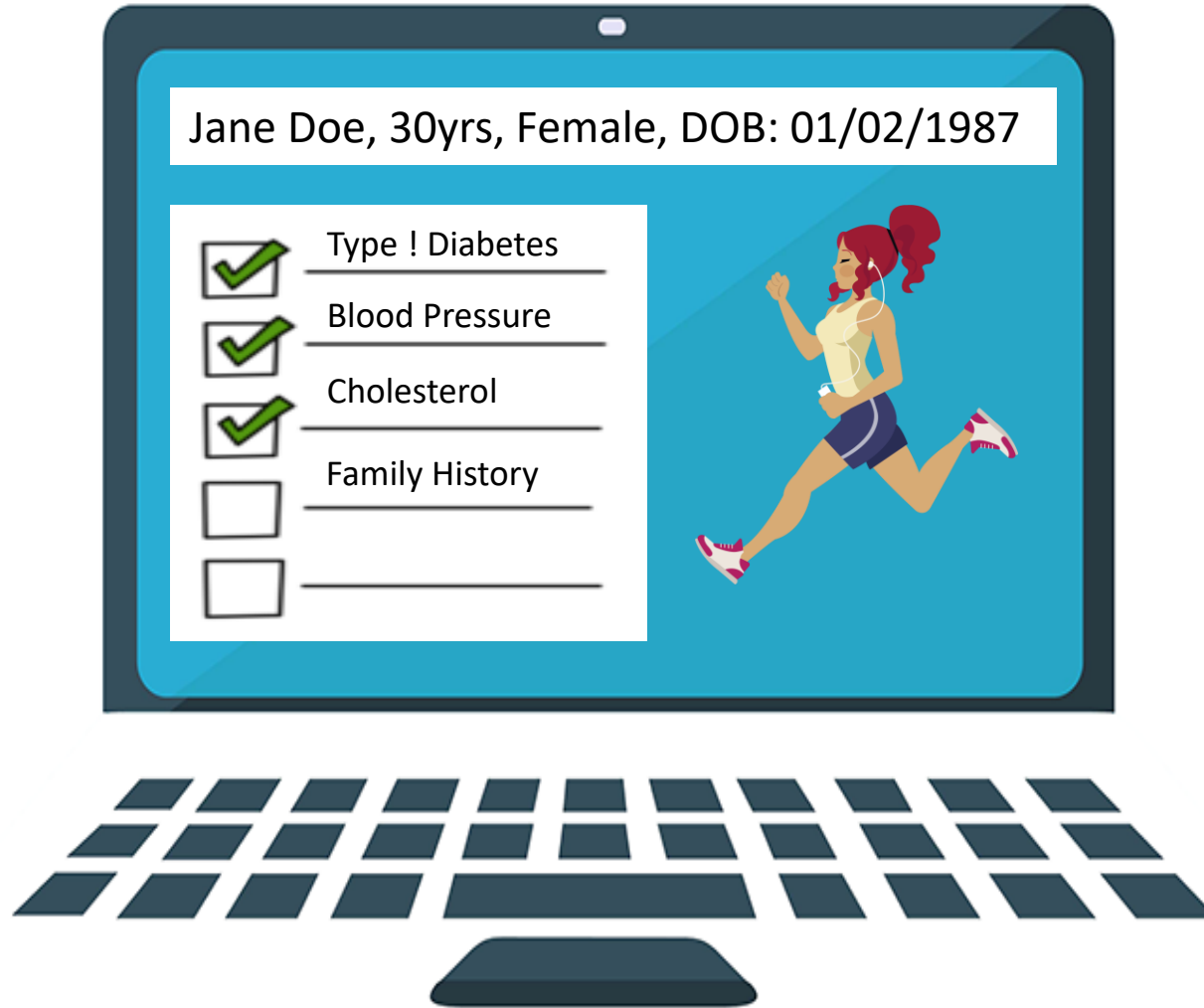
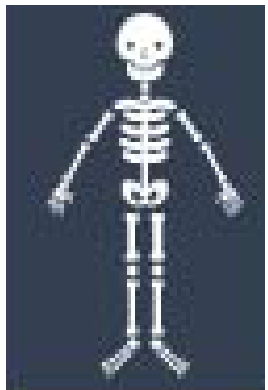
Healthix: Types of Data

- Demographics (Name, Gender, DOB, Race, Ethnicity, Language)
- Allergies
- Medications
- Medication Allergies
- Smoking Status
- Immunizations
- Encounters
- Observations
- Vital Signs (Hgt, Wgt, BP, BMI)
- Pharmacy Fill Data
- Lab Tests, Values / Results
- Radiology Reports / Images
- Other Diagnostic Results
- Diagnoses
- Problem Lists
- Procedures
- Functional / Cognitive Status
- Care Plans / Team Members
- Discharge Instructions /Clinical Summaries
- Image Exchange
- Advanced Directives

In development

- Care Plans
- eMOLST
- EMS Run Sheets
- Medicaid Claims Data
- Social Determinants of Health

Physician Views the Full Patient Record



The Benefits of Healthix

Health Information Exchange:

- Saves Time
- Lowers Costs
- Enhances Care Coordination
- Improves Clinical Outcomes



2. Let's Understand How Healthix Policy and Patient Consent Work

Healthix and SHIN-NY Policy

- Healthix Policy governs how providers and patients engage in health information exchange
- Policy facilitates data sharing across the SHIN-NY
- View Healthix Policies at:
[Healthix.org/who-we-are/healthix-policies](https://www.healthix.org/who-we-are/healthix-policies)

Healthix as a Business Associate

- By signing a Participation and Business Associate Agreement, your Organization agrees to comply with SHIN-NY and Healthix Policy.
- As a business associate under HIPAA, Healthix can hold, aggregate and exchange health records based on specific patient consent policies.



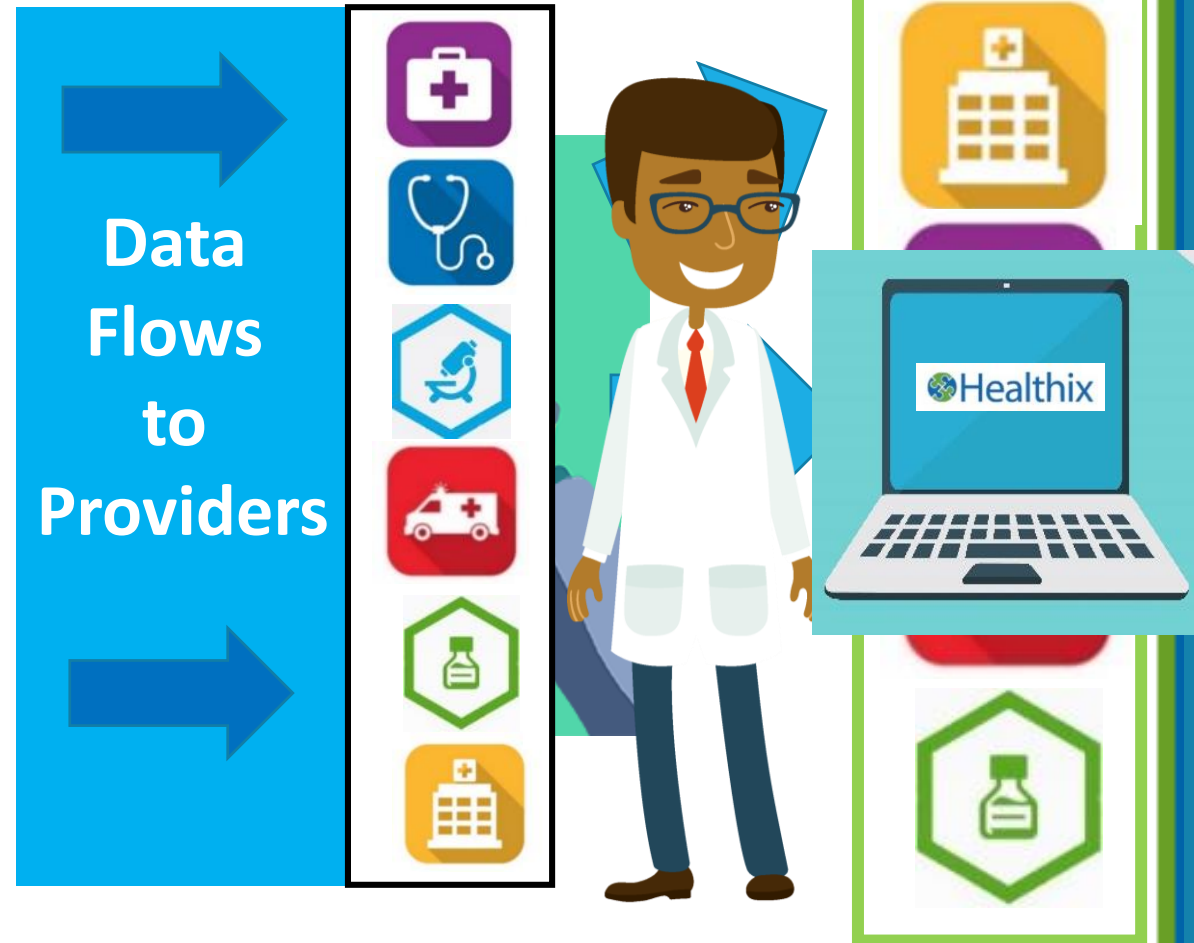
Patient Health Information Sent To Healthix From Participating Organizations



 **Healthix**
Community-Wide Patient Information Compiled

Healthix Consent Model

- Patients provide consent for a single participating organization or community-wide
- Consent gives authorized users access to all available Healthix information for the patient
- Healthix users do not need patient consent to access information provided by their own organizations



It Begins with the Healthix Consent Form

The choice I make in this form will NOT affect my ability to get medical care. The choice I make in this form does NOT allow health insurers to have access to my information for the purpose of deciding whether to provide me with health insurance coverage or pay my medical bills.

My Consent Choice. ONE box is checked to the left of my choice.

I can fill out this form now or in the future.

I can also change my decision at any time by completing a new form.

1. I GIVE CONSENT for [Name of Provider Organization] to access ALL of my electronic health information through Healthix to provide health care.

2. I DENY CONSENT for [Name of Provider Organization] to access my electronic health information through Healthix for any purpose.

If I want to deny consent for all Provider Organizations and Health Plans participating in Healthix to access my electronic health information through Healthix, I may do so by visiting Healthix's website at www.healthix.org or calling Healthix at 877-695-4749.

My questions about this form have been answered and I have been provided a copy of this form.

Signature of Patient or Patient's Legal Representative	Date
Print Name of Legal Representative (if applicable)	Relationship of Legal Representative to Patient (if applicable)

Healthix Consent: Patient Options



GIVE

ALLOWS AUTHORIZED USER TO SEE ALL PHI
SINGLE ORGANIZATION vs. COMMUNITY-WIDE



DENY

NO ACCESS TO PHI, EVEN IN EMERGENCY
SINGLE ORGANIZATION vs. ALL



EMERGENCY ONLY

ALLOWS EMERGENCY ACCESS ONLY

UNDECIDED

NO DECISION, ALLOWS EMERGENCY ACCESS

The Healthix Consent Form

**Organizations should
always give a copy
of the completed
Healthix Consent Form
to the patient**

Durable

Patient Consent is....

Optional

Healthix Consent: Deny All

- Deny All Means...
- For this to be implemented, your organization must:
 - Instruct Patient to Complete a Deny All Healthix Form
 - You must enter “Deny” in your registration system
 - You must contact Healthix, so we can ensure implementation across all organizations

Emergency Access Consent

- Healthix Policy permits emergency or “Break-The-Glass” one-time access to authorized users with a role consistent with providing emergency patient care
 - Only acute-care facilities providing emergency care can access
 - NOTE: if a patient denies consent, doctors are not able to access Healthix, even in an emergency

Healthix Minor Consent Policy

Revised in 2017

- A parent granting or denying consent for access to the Minor's data will be allowing access to data from birth until 18 years of age
- While sensitive minor consented data is also available, steps have been taken to ensure privacy on behalf of the minor
- Parental consent does not allow access to data of SAMHSA facilities
- The Minor from 10 until 18 years can grant a one-time consent at the time of visit, for a provider of Minor Consented Services to view their complete record. This consent expires at the end of the visit

Healthix Consent

JUNE
2017



3,299,214

HEALTHIX UNIQUE
PATIENT CONSENTS
GRANTED



18,553

PROVIDERS WITH
ACCESS TO
PATIENT DATA

3.

Let's Understand

Our Responsibilities:

Training, Documenting, Preparing for Audit

Consent Training

Your Organizations Responsibilities

- Implement a Train-the-Trainer Model
- Keep Healthix Consent Materials On Hand
- Reliably retain Healthix Consent Forms

Consent Training

Healthix Responsibilities

- Train-the-Trainer and provide training materials
- Prepare your organization for the annual consent audit
- Support your efforts to engage patients and increase consents

Annual Consent Audit

- Validate recorded patient consent values
- Review Healthix Consent Forms on Record.
 - **Scan a copy of consent form** (patient may have more than 1) into patient's record; **or file a hard copy** of consent form(s) in patient's chart –be consistent
 - Review for completeness/accuracy before saving:
Name, Signature, DOB, check-off boxes all complete

Annual audit results are required to be publicly posted

Healthix Support

- Your Healthix Account Manager and Compliance Team will work with your organization to keep you informed and prepared for any changes in consent policies
- We will assist your organization so that you have the tools needed to meet all required responsibilities

Questions ?



If you have questions, or are interested in learning more, visit:

healthix.org/healthix-policies

contact us at

info@healthix.org

877.695.4749

Consent Workflow

Insert screen shots and high-level explanation of participant's registration system (usually 3-4 customized slides)

Useful Terms: Addendum

- **HIE** – Health Information Exchange
- **HIPAA** – Health Insurance Portability and Accountability Act
- **Patient Consent** – State approved form that allows patients to grant organizations access to their health information through Healthix
- **Patient Consent Audit** – Annual audit completed by participants, in accordance with SHIN-NY Policy Standards, to validate patient consent decisions with electronic consent values
- **Protected Health Information** (PHI) all "individually identifiable health information" held or transmitted by a covered entity or its business associate, in any form or media, whether electronic, paper, or oral

Useful Terms: Addendum

- **Qualified Entity (QE)** – the 8 public health information exchanges that make up the SHIN-NY and are funded by the NYSDOH
- **SHIN-NY Policy Standards (SPS)** – Specified New York State Dept. of Health Policies that govern and determine how health information exchange operates in New York State.