

Welcome

# Healthix Policy Training

for New Authorized Users




**Welcome to Healthix Training**  
 This training is a mandatory requirement from the State of New York. Upon completion of training you will be asked to fill out an attestation acknowledging you have been fully trained and Understand your role and responsibilities. After which you will be given access to the full contracted services and data in Healthix.

Today's Training

Who We Are  
 What We Do  
 Why it's Important



Policies &  
 Procedures





Today's training is broken into two segments. The first covers an overview of Healthix and is followed by required policy information.

Statewide Health Information Network of New York (SHIN-NY)

# 8

Health Information Exchanges (HIEs)

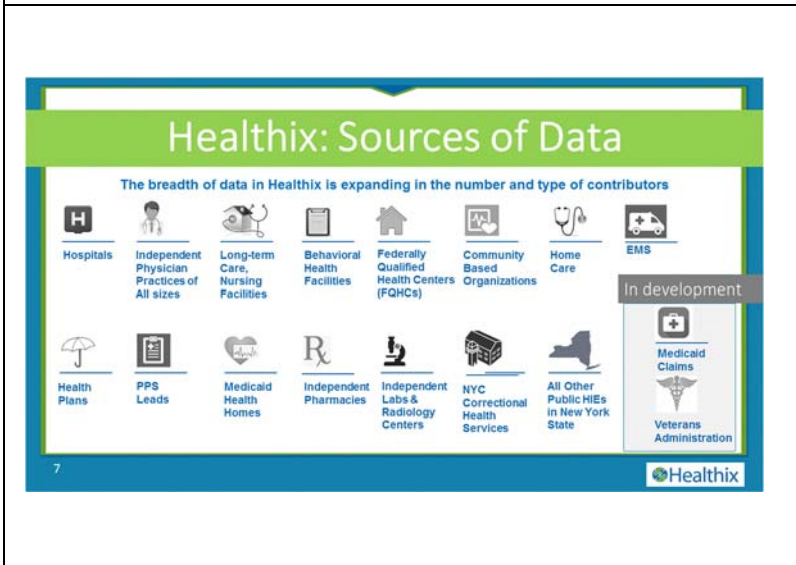




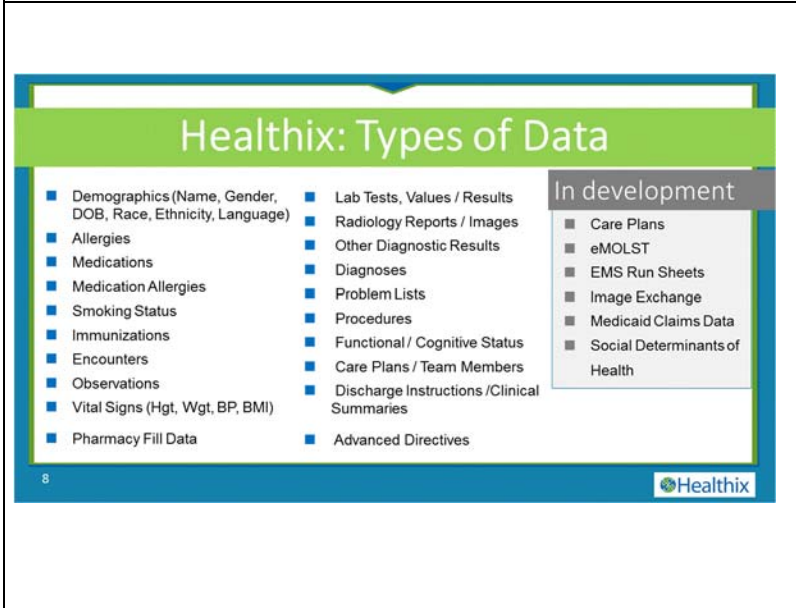
In New York State it begins with the Statewide Health Information Network of New York (SHIN-NY) made up of eight Health Information Exchanges or HIEs, sharing data across geographic areas to serve patients who travel for care, work and recreation.



**While Healthix exchanges information with the SHIN-NY, it gets patient data from more than 1,500 facilities across Brooklyn, Queens, Staten Island, Manhattan and Long Island. Additionally, Healthix connects with several private and national organizations.**



**What types of organizations contribute data?** As you can see, the list is extensive. From hospitals and physician practices, to FQHCs, health plans, labs and more. Healthix is also developing several new sources to enrich the data to practitioners and care teams.



**What types of data are exchanged?** Patient information includes information regarding allergies, medications, labs, encounter data, claims clinical data and pharmacy fill data to name a few – with many more data types under development.

## Why is HIE is Important



**Improved Clinical Outcomes**



**Better Care Coordination**



**Lower Costs**



**Supports Public and Population Health**






**Health Information Exchange** is important because it **improves clinical outcomes**. With patient consent, it allows the clinician to view a more complete picture of the patient's health. It also allows access to patient information in an emergency situation when a patient may be unable to communicate for themselves. Healthix also **enhances care coordination** by providing continuity of care documents (CCDs) between physicians. Healthix also supports value-based care and supports physicians in shared risk models like DSRIP.

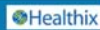
Studies also suggest that **HIEs lower costs**. With the ability to view recent labs and radiology tests, the number of duplicate tests is reduced. Finally, HIEs support Public and Population Health Efforts.

## Healthix Services

Let's look at how, through **Healthix Services**, patient data is exchanged and becomes actionable.

## Healthix core services

-  **Patient Record Search:**  
Access to a more comprehensive patient profile Statewide
-  **Delivery of Clinical Summaries:**  
Ability to push clinical summaries (CCD, C-CDA) and lab results
-  **Clinical Event Notifications:**  
24/7 Custom alerts provide real-time updates for patients in care
-  **Direct Messaging:**  
Secure HIPAA-compliant messaging
-  **Predictive Analytics:**  
Assessing risk and managing patients to optimize care



**Healthix provides data** through patient record search, or delivery of clinical summaries, through Clinical Event Notifications 24/7 for select patients, direct messaging and predictive analytics.

### **NEXT**

The second part of training covers mandated

## Policies & Procedures



**Policies and Procedures**

## Consent Requirements

**Patient Consent: Users can only access a patient's PHI if affirmative consent is provided. Exceptions:**

- One-to-One Exchange
- Public Health Reporting and Access
- Break-the-Glass
- Data and Operation Efficiency
- De-Identified Data for Research
- Organ Procurement Access

 Healthix

### Consent Policies

are fundamental to the successful use of a Health Information Exchange (HIE). Strictly speaking you can access a patient's Protected Health Information (PHI) only if consent is given.

#### Exceptions are:

- One-to-One Exchanges
- Public health reporting and access, for example reporting that is being done for monitoring disease trends, outbreaks and/or public health emergencies
- Breaking the glass in an emergency situation
- Converting data, improvement of evaluation of operations
- De-identified data, as in the case of conducting research
- Organ procurement organization access - solely for the purposes of facilitating organ, eye or tissue donation and transplantation

## Consent Details

- Patient Grants Community Wide Consent – YES
- Patient Grants Affirmative Consent - YES
- Patient Grants Emergency Only Consent
- Patient Denies Consent
- Patient Denies Consent - ALL
- Undecided Status
- Consent Withdrawal
- Consent for a Minor



### Consent Details

**Community Wide Consent** – patients give the right for users in Healthix - that are involved in their care - to view their PHI. This affirmative decision has no expiration date and is in effect until the individual chooses to change their consent.

**Patient Grants Consent** – They give the right for a single organization's users to view their PHI.

**Emergency Only Consent** – The individual stipulates that their information can only be used in an emergency. This access is for only users involved in acute care (i.e. ER MD).

**Patients Denies Consent** – If consent is denied, then even in an emergency situation their PHI will be blocked.

**Patient Denies All** – A universal no. The individual states they do not wish for any organization in Healthix to ever have the ability to view their information.

**Undecided Status** – If an individual is unsure or has never given consent, their PHI can be accessed only in an emergency.

**Consent Withdrawal** – Individuals can withdraw or change their consent at anytime.

**Consent for a Minor** – Parents can give consent for a child until 18 years. The minor from 10 until 18 can give one-time consent at a visit.

# Break-the-Glass

- Must Be An Emergency
- Patient Must Have Undecided Status or Emergency Only Status
- Must Have User Role that Allows Access

All Instances Are Audited

**Break the Glass (BTG) Access**  
 Provides one-time access during an encounter, to the PHI of a patient in an emergency situation.

- Factors necessary to BTG:**
- 1 - It must be an emergency situation that requires immediate medical attention and the patient must be unable to give consent
  - 2 - The patient must have an undecided consent status for the participating organization or
  - 3 - An emergency only status
  - 4 - The Healthix user breaking the glass must have a user role that allows this access (i.e, ER MD)

- Other things to consider:**
- BTG is for one-time access only.
  - All BTG events are audited by Healthix and Participant Organizations and must be fully reported on.
  - Not every authorized user of Healthix has a role that allows them to BTG.



**Breaking the Glass**  
 When you click on the BTG you will be taken to this screen, where you acknowledge your reason for accessing this information.

## Patient Engagement

Healthix depends on our Participant Organizations to engage patients and collect consent

- Patients have the right to access their PHI, inquire how it has been accessed, and inform if there are any discrepancies.



### **Patient Engagement**

Healthix depends on participant organizations to engage and educate patients about Healthix and collect consent.

Participants must let the patient know when their information has been accessed. Patients always have the right to access their PHI.

# Authorization

# Authentication

# Access

**Authorization** – Defines who has access to the PHI, your organization has designated you, and Healthix has assigned you access based on your role in your organization. Your user role determines the data you can access, and training required.

**Authentication** – Was required in setting up your access to ensure you are who you claim to be.

**Access** – Each authorized user is given a unique username and password. This password must be changed every 90 days and you cannot re-use passwords. Passwords should never be shared, or sent electronically. And remember, if you walk away from your computer lock or log-off the system.



## HIPAA Compliance

As part of a Healthix Participant organization you must comply with all of safeguards set forth in the HIPAA Privacy & Security Rules

### QUESTIONS:

- Contact Your Privacy or Security Office
- Support @ Healthix.org



**As part of a Healthix Participant organization** you must comply with all of safeguards set forth in the HIPAA Privacy & Security Rules.

If you have questions regarding HIPAA, contact your Privacy Officer or Security Officer to ensure compliance.

If you need additional support, contact Healthix at [support@healthix.org](mailto:support@healthix.org)

## Breach & Sanctions

**Breach: An impermissible use or disclosure that compromises the security/privacy of PHI**

- Must be Reported to Healthix without Delay
- Healthix to Investigate



### Breach and Sanctions

A breach is an impermissible use or disclosure that compromises the security or privacy of the PHI.

#### In the event of a Breach

- It must be reported to Healthix without delay, in writing.
- If Healthix becomes aware of a breach, we will investigate.
- If a breach has occurred, Healthix will notify Participants, require the Participant to notify the patient as required and any applicable regulatory agencies in accordance with law.
- Sanctions will be imposed if the breach was deemed intentional, egregious or substantial in its violation.

## For More Information



If you have questions,  
would like to see a demonstration or  
are interested in connecting with

**Healthix**

contact us at [support@healthix.org](mailto:support@healthix.org)



## Thank you

For more information, if you have a  
question, or if you would like to see  
a demonstration – Contact Us  
at [support@healthix.org](mailto:support@healthix.org)