Today's training is designed to give your staff a complete understanding of Healthix Patient Consent.

The objective is to understand:

(1) How Healthix facilitates exchange of data

It all begins with the Statewide Information Network of New York (SHIN-NY).
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.

Healthix plays a key role:
1. Supplies secure data to improve healthcare quality, efficiency and effectiveness.
2. Provides a range of clinical information in real-time.
3. Facilitates care coordination.
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 is 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.

And think about this: Providers can see the patient’s medical history and get a fuller picture of their health, so if a patient has asthma or high blood pressure they will know it from the first visit.
### The Benefits of Healthix and Health Information Exchange:
- Saves Time
- Lowers Costs
- Enhances Clinical Care Coordination
- Improves Clinical Outcomes

### Now Let’s Understand How:

#### (2) Healthix Policy and Patient Consent Work

Healthix policy governs how providers and patients engage in health information exchange. The policy is designed to facilitate data sharing across the SHIN-NY. Full details can be found at healthix.org.
By signing a Business Associate (BA) Agreement your organization agrees to comply with SHIN-NY and Healthix policy. As a BA under HIPAA, Healthix can hold, aggregate and exchange health records based on specific patient consent policies. All participants send PHI to Healthix who in turn compiles a community-wide aggregated patient record.

How does the consent work?
First, patients provide consent for a single participating organization or community-wide organizations. That consent gives the authorized user access to the patients information, across all Healthix facilities. An authorized user is someone who is involved in a patient’s treatment and care coordination. Obviously, Healthix users do not need patient consent to access information provided by their own organizations.

It all begins with the Healthix Consent Form
A patient has several consent options:

They may **give** consent for a provider to see their protected health information (PHI) and they may do that for a single organization or for all organizations in Healthix.

They may **deny** consent to PHI, which will prevent access even in an emergency. They may do this for one organization or all.

They may select **emergency only** access, which allows providers of emergency services such as an ER doctor to access their information. Or they may choose to remain undecided, which will prevent access to their data except in the case of an emergency.

The **Healthix Consent Form** is available in multiple languages and organizations should always give a copy of the completed consent form to the patient for their records.
### Patient Consent is durable
This means patients sign once and the consent status remains, but they do have the ability to change that consent in the future by again filling out a new Healthix form.

### Providing patient consent is optional – if the patients choose not to sign a Healthix consent form they will be listed as undecided.

### If a patient wishes to Deny Access to All Organizations
This means the individual is stating that they do not wish for any organization in Healthix to ever have the ability to view their information. **For this to be implemented your organization must:**
- Instruct the 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 allows emergency access known as Break the Glass, for one-time access to those with a role consistent in providing emergency patient care (such as an ER doctor). Only providers at acute-care facilities have this role. If a patient has denied consent all data is blocked.

**Healthix Minor Consent Policy**

The Healthix Minor Consent Policy was revised in 2017

Now a parent or guardian, may deny or grant access to a minor’s data from birth until 18 years of age. While sensitive minor consented data is also available to providers, steps have been taken to ensure the privacy on behalf of the minor. Parental consent does not allow access to data of SAMHSA facilities. Also, the minor from 10 until 18 years of age, can grant a one-time authorization consent at their time of visit, for a provider of minor consented services to view their complete record. This consent expires at the end of the visit.
Currently, Healthix has more than 3 million unique consents granted and more than 18,000 providers have been provisioned to access their patients’ data. Although patients may need a little encouragement when it comes to giving consent to Healthix, the vast majority choose to give their consent, to reap the benefits of better care.

Lastly, let’s understand the responsibilities for:

(3) Training, documenting and preparing for the annual compliance audit.

Your organizations responsibilities include:

- **Implementing a Train the Trainer Model:** Your organization agrees to train all registrars, staff and new employees responsible for collecting and registering consent at your facility.
- Your organization should have Healthix consent materials on hand.
- It is essential that your organization develop good practices for reliably retaining Healthix consent forms.
Healthix will
- Train-the-Trainers and provide training materials to assist you, including refresher training when needed.
- Prepare you for the annual consent audit.
- Support your efforts to engage patients and increase consents, including providing a script to help your staff.

The State mandates that there is an annual audit of consents, and that these results be publicly posted.
- The annual consent audit is designed to validate recorded patient consent values.
- It is essential that you retain a copy of Healthix consent forms.
**Your organization may wish to:**
- Scan a copy of consent forms into patient’s record (note: patient may have more than 1) and create a folder in the patient’s electronic record for “Healthix Consent” or file a hard copy of consent form(s) in the patient’s chart – whichever method your organization chooses. Be consistent!
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.

Thank you
If you have questions, please contact us.

If you have questions, or are interested in learning more, visit: healthix.org/healthix-policies

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