

## Staff Training

# Understanding Healthix Patient Consent



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

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

**The objective is to understand:**

(1) How Healthix facilitates exchange of data

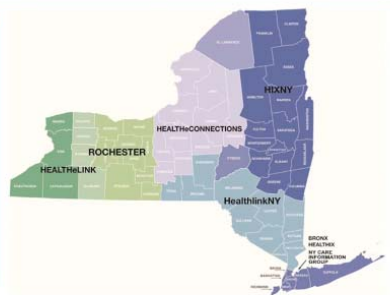
Statewide Health Information Network of New York (SHIN-NY)

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

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

8

Health Information  
Exchanges (HIEs)



Healthix

### Eight Health Information

**Exchanges** or HIEs, sharing data across geographic areas to serve patients who travel for care, work and recreation.

## Healthix Today



Healthix

### 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 Today



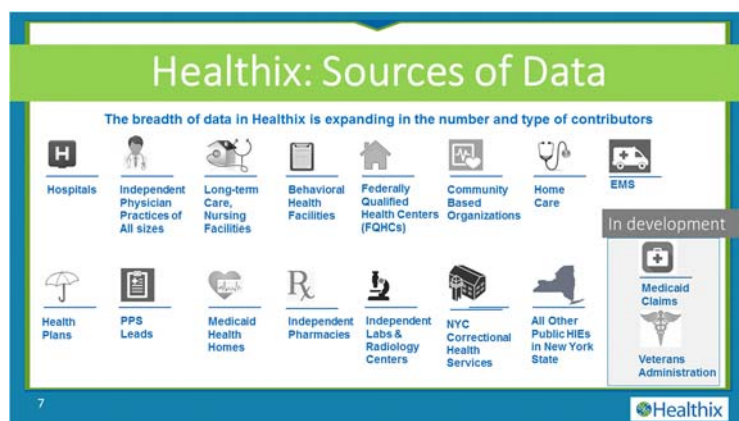
### Healthix

- Supplies secure data to improve healthcare quality, efficiency and effectiveness
- Provides a range of clinical information in real-time
- Facilitates care coordination

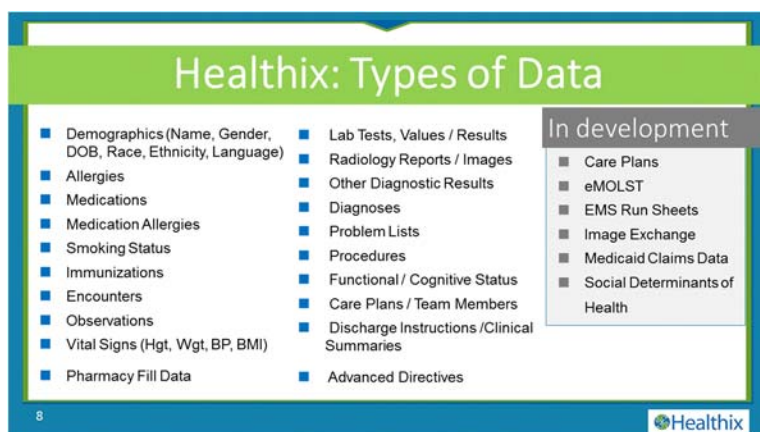
Healthix

### Healthix plays a key role:

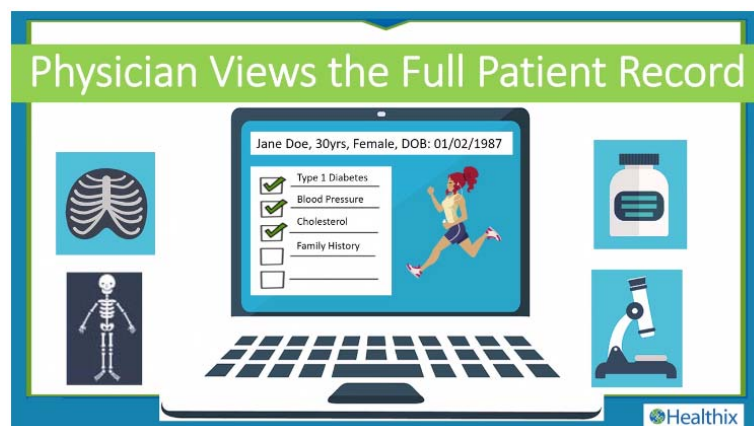
- (1) Supplies secure data to improve healthcare quality, efficiency and effectiveness.
- (2) Provides a range of clinical information in real-time.
- (3) Facilitates care coordination.



**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

### Health Information Exchange:

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



Healthix

### The Benefits of Healthix and Health Information Exchange:

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

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

### Now Let's Understand How:

#### (2) 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://healthix.org/who-we-are/healthix-policies)

Healthix

**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](https://healthix.org)

## Healthix as a Business Associate

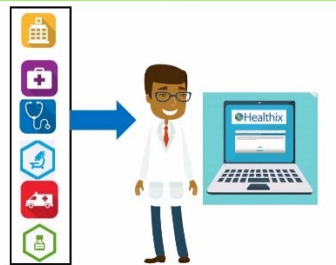
- By signing a Business Associate Agreement, each Participating Organization agrees to comply with SHIN-NY and Healthix Policy Standards.
- As a business associate, Healthix can hold, aggregate and exchange health records based on specific patient consent policies.



**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 turns compiles a community-wide aggregated patient record.

## 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



### 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 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](http://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)

## It all begins with the Healthix Consent Form



## 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



### 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.

## It Begins with the Healthix Consent Form

**Patients  
should always be given  
a copy of their  
Healthix  
Consent Form**

**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.

# Durable Patient Consent is... Optional

## 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.

## 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



## 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 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



### 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

### Revised in 2017

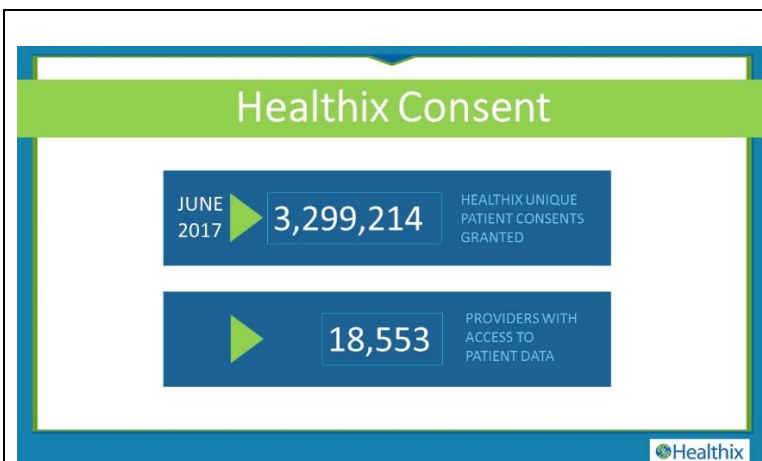
- A parent granting or denying consent for access to the Minor's data will be allowing access to data from birth until 18 years of age
- While sensitive minor consented data is also available, steps have been taken to ensure privacy on behalf of the minor
- Parental consent does not allow access to data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



### 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.

### 3. Let's Understand The Responsibilities: Training, Documenting and Preparing for Audit

**Lastly, let's understand the responsibilities for:**

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

**Consent Training**

**Your Organizations Responsibilities**

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

Healthix

**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.

## 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



### 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.

## 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



### 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!
  - Review consent form for completeness/accuracy before scanning: name, signature, DOB, check-off boxes must appear on Healthix consent form.

## 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



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## Questions?



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

[healthix.org/healthix-policies](https://healthix.org/healthix-policies)

contact us at

[info@healthix.org](mailto:info@healthix.org)

877.695.4749



### Thank you

If you have questions,  
please contact us.