

## Provider/user FAQs Connect HIE

### What is Connect HIE?

“Connect HIE” is the health information exchange system created by Allina Health for use by participating providers, including participating independent providers of Allina Health’s clinically integrated medical network, a subsidiary organization of Allina Health. A health information exchange (HIE) is a secure computer network that connects the electronic health information systems of different health care providers, enabling those providers to share clinical and demographic data of patients they have in common, and provide the best possible health care. An HIE makes it easier for different systems to share information, while maintaining the privacy, security and consistency of the information being exchanged.

### Why are we creating Connect HIE?

Allina Health is developing Connect HIE to support its participants in achieving triple aim outcomes for patients: delivering high quality, integrated and coordinated care; improving the patient experience; and reducing the total cost of care. When using the Connect HIE system, provider participants will be in a position to see important clinical information available through their treating physician colleagues’ electronic medical records in real-time for the purposes of delivering integrated care. With this information, the AIM Network participant providers will be able to engage patients in decisions and plans more effectively, efficiently and safely, thereby reducing the need for duplicative diagnostic and laboratory testing, repeat visits, phone calls and communications that can confuse rather than help patients who have complex care management needs.

### What information can be shared through Connect HIE?

Connect HIE is able to store and display progress notes, diagnosis lists, lab test and imaging results, as well as lists of medications, allergy and immunization histories. Connect HIE enables this information exchange through Excellian (Allina Health’s Epic electronic health record). Participating AIM Network group practices will contribute clinical notes encounter data and potentially additional discrete data elements as the Connect HIE program continues to expand and develop to serve the needs patients and participating providers. Some participating AIM Network group practices may only be in a position to receive (and not share) information initially; however, we look forward to the day when all group practices participating in the Network can contribute by sharing their data for other providers’ and their shared patients’ benefit as well.

### Who may view data in Connect HIE?

All AIM Network practices that sign a Connect HIE participation agreement will be eligible to use Connect HIE. You can view the list of AIM Network participating practices online at [aim-network.org](http://aim-network.org).

## How is patient consent obtained for Connect HIE?

Each contributing AIM Network practice defines their own processes for obtaining the appropriate consents from their patients (most often at registration); the practice group then passes a corresponding electronic consent flag reflecting the patient's choice to the HIE system. Consent is stored in Connect HIE specific to each data source/provider organization, so information from one source may be viewable, while data from another source may be hidden, based on the consent values received.

For Allina, the patient typically consents to their information being disclosed to the HIE through the patient's choice on Allina Health's standard registration consent documents, which include its standard registration consent form and its separate Excellian affiliate program-specific document entitled "*Consent for Common Medical Record*" or an equivalent separate service area consent document.

AIM Network staff members are available to work with practices and their electronic health record vendors to develop this process for use at their sites.

## When/how may a patient withdraw consent?

Patients may decide at any time to withdraw consent for their information to be viewed in Connect HIE. If a patient decides to withdraw consent (a change to a "no"), the provider/organization will inform Connect HIE to change the consent value for that patient in HIE relative to that provider and honor that consent request. The change will only impact that patient's information in the HIE as it relates to the specific provider for whom the patient withdrew consent.

## What happens if the patient does not sign the consent? Do they need to sign a form to opt out?

Global policies are set in the Connect HIE software that interpret a null/blank consent as "no". Patient data is not viewable unless a "yes" consent is received.

## Is there a way for patients to control which individual providers see their data in Connect HIE?

No. Patients can decide if data from each practice can be viewable through Connect HIE. Once consent is granted, any provider who is participating in Connect HIE can access the patient's data; however, all providers are under their own obligations to only use, access or disclose a specific patient's information as necessary to carry-out legally permissible functions, including for the treatment or care of the patient.

## Can a patient decide what types of information will be shared?

No. Once a patient gives consent at a provider/organization for their data to be available in Connect HIE, all information provided from that provider/organization will be available in Connect HIE.

## Does data go into Connect HIE, regardless of whether a patient has signed a consent?

It depends on the data source practice decision. For most clinically integrated physician practices, including Allina hospitals and providers, all of the EMR data will be sent to the HIE system (which qualifies as a “business associate” to the practice group) for the HIE to operationalize the selected consent value and honor the patient’s requests.

## How does Connect HIE work with Care Everywhere in Epic?

For users who do not have access to Epic, Connect HIE offers access to data through a web portal. For users who do have access to Epic, they will be able to access Connect HIE through Care Everywhere. Currently, this is not available to Epic users, but the development of the connection of Care Everywhere to Connect HIE is on the road map for 2016. Once the development is completed, Epic/Excellian users who request outside records via Care Everywhere will see Connect HIE as an available source.

## How is Connect HIE different from EpicCare Link?

Connect HIE will contain information from Allina Health and affiliate Excellian records and from other contributing participant organizations. An added benefit of Connect HIE is the ability to access the Connect HIE portal without the use of a security RSA token when working from your practice network. Connect HIE is a view-only application, and does not offer any data entry capabilities that may be available in EpicCare Link (such as limited order entry).

## How will I access Connect HIE?

Allina Health Excellian users will access Connect HIE through Excellian Care Everywhere workflows, once the technology is developed. AIM Network users have the ability to access Connect HIE via a web portal when working within their practice network. A security RSA token will not be required to access the Connect HIE portal when working from your practice network.

## Who do I call for help using Connect HIE?

Connect HIE is supported through the Allina Health Service Desk, 612-262-1900 or 1-800-315-4085. Calls to the Service Desk outside regular business hours (Monday - Friday, 7 a.m. to 5 p.m.) or that cannot be resolved by a Service Desk representative will be paged to the Connect HIE Support team the next business day (Monday - Friday) at 7 a.m.

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