

# Frequent Questions Patients May Have

## **What is health information exchange?**

Health Information Exchange (HIE) is a safe way for providers to see patient health records digitally.

## **Why is HIE good for me to join?**

It lets your providers see your health record and give the best care.

### **HIE may:**

- Lower the chance of medication and other healthcare errors.
- Help you and your provider communicate better.
- Reduce orders for tests that have been done by one of your other providers.
- Help your providers choose the best care for you.

## **What does HIE mean for my provider(s)?**

They will see your health records and be able to better care for you.

## **Are my records private and safe?**

Yes. It is encrypted and needs a private sign-on. The privacy of your health record is key to JPS. JPS follows the Notice for Privacy Practices.

## **What are my rights as a patient, and can I choose not to join JPS' HIE?**

You have the right not to share your health records by HIE. To opt-out, fill out the form below and send it by email, fax, or mail to the Data Integrity team. The contact information for the Data Integrity team is located on the form.

### **Revocation of Authorization**

What if I choose to not join (opt-out of) the HIE?

If you choose to opt-out, HIE will not prepare your health records from any prior or future visits for providers to use and review in treating you.

## **If I agree to join in the HIE now, can I change my mind to not share my information later?**

Yes, you can change your mind at any time.

If you decide to change your mind, you will need to send a Revocation of Authorization form.

## **If I say no to joining the HIE now, but agree to join later, will my past health records be available to my providers during the time I was not taking part?**

Yes. At the time you choose to take part in JPS's HIE, your past and future medical records will be available to your providers to review. To opt-in, please fill out the form below and send it by email, fax, or mail to the Data Integrity team. The contact information for the Data Integrity Team is located on the form.

### **HIE Authorization Form:**

**As a legally authorized proxy for the patient, am I able to sign for the HIE?** (Ex. Biological Parent/Legal Guardian, healthcare agent for activated Power of Attorney, etc.)

Yes.

## **Can my spouse or domestic partner sign authorizations to share information on my behalf?**

No, unless the person is the legally authorized proxy.

## **Can I get a copy of the records that my provider got through HIE?**

Yes, to obtain your records, you will need to request those records from each provider that cared for you.

## **Can I ask for changes to my health record or other information in HIE?**

Yes, please call the provider's office where you received the care.

## **Who should I call if I have more questions about HIE?**

Your provider.