![ChristianaCare logo]

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Health Information Exchanges (HIEs):
Frequently Asked Questions and Answers

Introduction

ChristianaCare participates in Health Information Exchanges (HIEs) to deliver safer, more effective care. HIEs allow health care providers and patients to safely access health information electronically. Below is a list of Frequently Asked Questions & Answers for more information about the HIE programs in which ChristianaCare participates. The questions will cover how to participate in ChristianaCare's HIE program, your rights to opt-in or opt-out of an HIE, and HIE vendor-specific information.

Frequently Asked Questions and Answers

If a patient opts out of an HIE, can they later change their mind and cancel the opt-out?
A patient may take back their opt-out decision at any time. If a patient chooses to cancel their opt-out decision, they can call and/or visit the specific HIE's website and follow the instructions on how to cancel the opt-out. On the HIE's website, there is usually an option to cancel the opt-out, or you may be required to fill out a form to cancel the opt-out. The patient may also call the HIE and ask them to add their name to the exchange.

Who can see the patient's medical records?
Only participating healthcare providers and their staff members who have been given access to the HIE will be able to access a patient's health information from ChristianaCare and their other healthcare providers. The list of participating healthcare providers may include in-state and out-of-state providers. Healthcare providers are still expected to comply with HIPAA and should only access a patient's information for appropriate reasons, such as treatment, payment, and healthcare operations.

What is in the patient's ChristianaCare HIE records?
ChristianaCare patient records include current and past health information, such as test or lab results, medications, allergies, and their current and past health problems. It includes the patient's behavioral health records, but does not include psychotherapy notes. Substance abuse information and other information that requires the patient's authorization to release is not included in the HIE unless the patient has authorized the release.

Is the patient's health information protected in the HIE?
ChristianaCare protects patient health information in accordance with HIPAA and applicable state and federal guidelines. The HIEs are separate entities from ChristianaCare; their systems and personnel are not under ChristianaCare's management. The HIEs must comply with HIPAA, state, and other federal privacy guidelines, and follow similar privacy and security controls recommended by the Department of Health and Human Services (DHHS) and its Office for Civil Rights (OCR).

What does a patient need to do if they do not want to participate in the HIE?
A patient should contact the HIE(s) and follow their process for opting-out of the exchange.

Are patients required to participate in the HIE in order to receive care?
No. ChristianaCare does not require patients to participate in the HIE in order to receive care and treatment.

Will providers still be able to obtain information if a patient opts-out of the HIE?
Yes. ChristianaCare and other providers may access, use, and disclose patient health information for appropriate reasons. If a patient opts-out of the HIE, ChristianaCare providers may have to use other ways to get a patient's health information. This may include requesting copies of medical records from providers who are not affiliated with ChristianaCare.

Patient health information may be shared for: treatment; payment; healthcare operations; a response to a request from state and federal agencies; reporting for public health purposes; research purposes; medical emergencies; and under circumstances in which the patient's healthcare provider finds it necessary to obtain the most current records from their other healthcare providers to treat them. For a detailed list of our uses and disclosures of patient health information, we encourage patients to refer to the ChristianaCare Notice of Privacy Practices (NPP).

ChristianaCare Participates in the Following Health Information Exchanges (HIEs):		
The Delaware Health Information Network (DHIN)	DHIN is a regional health information exchange serving Delaware, Maryland, and Washington, D.C.	Patients may opt-out and disable access to their health information available through DHIN by calling 1-302-678-0220 or by completing and submitting an Opt-Out form to DHIN by mail, fax, or through their website at https://www.dhin.org/consumer.
The Chesapeake Regional Information System for our Patients (CRISP)	CRISP is a regional health information exchange serving Maryland and Washington, D.C.	Patients may opt-out and disable access to their health information available through CRISP by calling 1-877-952-7477 or by completing and submitting an Opt-Out form to CRISP by mail, fax, or through their website at https://www.crisphealth.org. Public health reporting and Controlled Dangerous Substances information, as part of the Maryland

		Prescription Drug Monitoring Program (PDMP), will still be available to providers.
The Healthshare Exchange of Southeastern Pennsylvania Inc. (HSX)	HSX is a regional health information exchange serving Pennsylvania and the rest of the Delaware Valley and surrounding states.	Patients may opt-out and disable access to their health information available through HSX by calling 1-855-479-7372 or by completing and submitting an Opt-Out form to HSX by mail, fax, or through their website at https://www.healthshareexchange.org/consumers.
CommonWell Health Alliance (CommonWell)	CommonWell is a national health information exchange organization that was established by various Electronic Medical Record (EMR) vendors as a platform to exchange information between dissimilar EMR systems.	Patients may opt-out and disable access to their health information available through CommonWell by contacting the ChristianaCare Health Information Management Services (HIMS) Department at 1-302-320-6852.