

# ShareVue Frequently Asked Questions

## What is ShareVue?

ShareVue, powered by the St. Joseph Health (SJH) Information Exchange (HIE), is a new provider-facing web portal that allows providers to access acute, ambulatory and affiliated community data in a single location and in a logical, clinically-friendly format.

## What data sources are included in ShareVue?

ShareVue pulls data from more than 250 locations and 2,000 providers across the continuum of care, including:

- SJH and Covenant Health Hospitals
- Heritage Medical Groups
- Covenant Medical Group
- Covenant Health Partners
- Affiliated Physicians
- SJH and Covenant Home Health and Hospice
- Community Clinics
- Clinically Integrated Network Members
- Reference Lab and Imaging Facilities
- Regional Health Information Organizations
- Post-Acute Facilities

## How does ShareVue protect privacy and secure our data?

In ShareVue, access to medical records, and particularly sensitive data, is limited in strict accordance with the Health Insurance Portability and Accountability Act (HIPAA), which clearly states who can access and view protected health information (PHI).

Connection to the HIE network is secured over the Internet using SSL encryption and SAML. All data is stored in a highly-secure infrastructure, and data is encrypted both while at rest and in transit. Access to PHI through ShareVue is password protected and limited to the health care providers with whom the patient has a treatment relationship. In emergency or special situations, a user may “Break-the-Glass” to view the record of a patient with whom there is no defined relationship. Users must provide a valid reason, and access time is limited. This and all types of access are further protected by comprehensive audit capabilities that keep track of every person who accesses PHI through ShareVue.

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## What data is available in ShareVue?

ShareVue will include demographic, clinical and encounter data, including but not limited to:

- Patient Summary
- Vaccinations
- Conditions/History
- Vitals
- Continuity of Care Documents
- Encounters
- Medication
- Care Teams
- Transcribed Reports
- Lab Results and more

## What are the benefits of ShareVue?

- Easy access to acute and ambulatory patient encounters across the continuum of care
- A single, up-to-date location for viewing a patient’s medical history, allergy and medication information
- Supports efficiency, potentially reducing duplicate testing and improving the quality of care
- Supports care coordination workflows
- Improves office workflow and reduces duplicative paperwork by offering up-to-date electronic data delivery.
- Improves patient satisfaction, reduces paperwork and obstacles to obtaining relevant patient history

## What is the timeline for ShareVue?

ShareVue is scheduled to launch in July 2017, with all Clarity and PhysConnect users being walked through the transition in the following months. Milestone dates are below, but may be subject to change:

Key Event	Date
All HMG/CMG Physicians Can Use ShareVue	July 11, 2017
Clarity Sunset* <sup>1</sup>	Aug. 27, 2017
HMG & CMG User Rollout Complete	Oct. 31, 2017
Current HIE Member Rollout Complete	Dec. 31, 2017
Migration of PhysConnect Users Complete	Jan. 31, 2018
PhysConnect Sunset*	Jan. 31, 2018

<sup>1</sup> Beginning immediately, new users will no longer be provisioned in Clarity

## How do I enroll in ShareVue?

Information and instructions for enrolling in ShareVue can be found at [www.sharevue.org](http://www.sharevue.org). Additional questions should be directed to the SJH HIE team, using the contact information below.

**Who do I contact for support and questions? To reset your ShareVue password,** contact AskIT@stjoe.org or call (877) 552-7547. Access to ShareVue will expire after 90 days of inactivity, and will require a call for re-activation. **If you have questions,** please contact the HIE team at HIE@stjoe.org or (844) 256-4443. View our website at [www.stjhs.org/HIE](http://www.stjhs.org/HIE).