

Health Information Exchange Provider Frequently Asked Questions

1. What is Health Information Exchange (HIE)?

- HIE is the electronic sharing of health-related patient data among multiple facilities. It is the communication system that allows patient records to be shared among doctors and other health care providers, wherever the patients has been seen, regardless of geography or organization
- The ability to use that information in the diagnosis and treatment of patients
- A one-stop shop for patient health information, anywhere, at any time

2. What are the benefits of the PSJH Health Information Exchange?

- HIE allows providers to securely access up-to-date patient health information from multiple sources, which includes, but is not limited to, hospitals, ambulatory sites and public health departments
- Information is shared in a more secure way than paper-based faxes and mail
- Access to regional and national interoperability initiatives
- Reliable information for quicker clinical decision making
- Helps eliminate duplicate testing
- Improves quality of care and patient safety
- Reduction in paper (greener practices)
- Integrate relevant clinical data directly into the physician workflow

3. How much does it cost to connect?

- Pricing varies from vendor to vendor. Your vendor will provide a quote for the cost of the interface from your EMR to the PSJH HIE. A subsidy from PSJH may be provided that will pay for part or all of the interface expense.

Health Information Exchange Provider Frequently Asked Questions

4. What Information is Available in the HIE?

Samples of standard information:

- Patient Information: demographics, insurance, guarantor, proxy
- Laboratory Results: Lab, microbiology, pathology and blood bank
- Radiology Reports
- Medications
- Allergies
- Problems/Diagnoses
- Immunizations
- Past Medical & Surgical History
- Family Health History
- Vital Signs
- Emergency Department visits and Hospitalizations: admission and discharge summaries, medications, procedure notes, etc.

5. What do I need to do to get connected and what does it entail?

- Complete the PSJH Assessment Questionnaire. The assessment questionnaire will help determine whether or not your EMR is capable of sending the appropriate clinical data to the HIE. The HIE team can help you to fill out the assessment
- Review and complete the PSJH HIE Participation Agreement. This is the contract between your practice and the PSJH HIE. The Participation Agreement outlines the following:
 - PSJH's responsibilities to protect patient health information received by the PSJH HIE ("Business Associate") on your ("Covered Entity") behalf
 - Explains how PSJH may use your data subject to state and federal laws (HIPAA)
 - Defines the agreement for core HIE services, and the rights and responsibilities of both parties
 - Describes the licensing and access to software applications, as well as privacy and security requirements for PSJH HIE and for your organization
- Provide us with your EMR vendor contact information. With your permission, PSJH can facilitate and work with your EMR vendor for a quote and Statement of Work to establish an interface from your system to ours
- Participate in User Acceptance Testing (UAT), which typically only takes 1-3 hours of your time. This step will be after the connection is set in place
- Upon completion of the UAT, your sign off will be needed as the final approval

**Health Information Exchange
Provider Frequently Asked Questions**

6. Will my data be protected and how?

- Yes. HIEs must comply with the federal Health Insurance Portability and Accountability Act (HIPAA), and other state and federal laws thus security has already been built into the system.

7. Will my patients need to provide consent for their data to go to the HIE?

- California is an “opt-out” state. This means that patient data will automatically be included in the HIE unless, and until, a patient “opts-out” by filling out an online form. This form can be found by clicking the following link [Providence HIE OptOut Form](#)

You may contact the PSJH HIE department directly at the following:

PSJH Health Information Exchange (HIE) Division
3345 Michelson Drive, Suite 100
Irvine, CA 92614

Tel (844) 256-4HIE (4443) OR (714) 937-7000

Email @ HIE@stjoe.org

Web <https://www.provshare.org/>