Module 1:
Health Information Exchange
Policy and Procedures
Introduction

Module 1
• In this module, the Health Information Exchange (HIE) Policies and Procedures will be introduced. The HIE is designed to provide patient information for THR facilities and THR partners (physician groups and hospitals) in the THR HIE.

Module 2
• The Clinical Inbox will be introduced in Module 2. Users can elect to receive live feeds of patient information in the Clinical Inbox, including final results of lab and x-rays, as well as transcribed data for their patients. Users can also share data with other HIE users by forwarding it from their Clinical Inbox.

Module 3
• Patient Search and navigating of data will be introduced in Module 3. Users can view patients’ HIE chart, as well as individual results.
Learning Objectives

• In this lesson you will learn:

  – What is the HIE and the benefits
  – The requirements to access the HIE
  – The policies that govern the HIE
  – The Texas Health Resources Health Information Exchange website
  – Notification of important information regarding policies, procedures and other updates.
What is a Health Information Exchange?

- The HIE is an electronic health information system that stores health information from multiple healthcare providers participating in the HIEs.

- It allows other health care providers to view patients’ past health information for continued care and other uses described in the Provider’s Notice of Privacy Practices.

- Health information data from contributing electronic health records will be stored within the HIE system, but a patient’s information will not be visible to or able to be used by providers unless the patient opts in to participate.

- Sensitive health information will not be included in the HIE. Sensitive health information includes: mental health, substance abuse, HIV test results and some occupational health records.
What are the benefits of the Health Information Exchange?

- Enhancing the ability of the physician to see a comprehensive picture of patient’s health by making available information from multiple sources such as hospitals, clinics and other points of care.
- The longitudinal record may decrease time for the physician and staff to track down patient information.
- Provider opportunity for improving patient quality of care and safety.
- Provider opportunity for improving patient-physician communication, as well as communication across the continuum of care.
- Potentially reducing duplicate tests and procedures thereby reduces cost of health care.
User Access Requirements
Participation Agreement
Policies and Training

Authorized users will be able to gain access to the THR HIE once the following requirements are met:

• A Participation Agreement is executed by an authorized official of your facility or clinic.

• The Texas Health Resources Health Information Exchange Policies are reviewed.

• Training has been completed and the Certificate of Completion is given to the authorized users manager and/or system administrator. The Certificate of Completion must be kept on file for up to 6 years.
User Access Requirements
End User License Agreement

Once an authorized user obtains access and logs in to the THR HIE, the user must accept the End User License Agreement (EULA). By accepting the EULA, the user is certifying: that he or she will comply with the terms of the EULA such as that

- The authorized user will only use the THR HIE for the sole purpose of his or her job responsibilities in accordance with the participation agreement, the THR HIE Policies, and state and federal laws. The THR HIE may not be used for any other purpose.

- The authorized user has read and is responsible for following all THR HIE policies and procedures.

- The authorized user understands that these policies may change from time to time and they are responsible for staying current on changes to the policies.

- The authorized user understands that he/she is responsible for completing HIE training prior to accessing the THR HIE.

- The authorized user understands that if the requirements are violated, the authorized user and/or Participating sponsor can be prohibited from accessing the HIE.
The THR HIE Policies, Procedures and other documents can be found on the THR HIE website www.texashealth.org/HIE. Select “For Providers and Documents”.

**THR HIE Policies**

- **THR HIE Privacy Policy**
  - The privacy policy addresses compliance with regulatory requirements, and describes how THR HIE Participants and Authorized Users may access, use and disclose Protected Health Information (PHI). The policy addresses requirements of the participants for Breach notifications, amendments, request for restrictions and other key privacy requirements.

- **THR HIE Security Policy**
  - The security policy addresses compliance with regulatory requirements, to protect THR from unauthorized information disclosure and other information security risk as they relate to the THR HIE development, management and operations. This policy addresses requirements of the participants for Authorized User Access Control, System Administrator responsibility, Security Breach and Incidents and other key security requirements.

**THR HIE Participation Agreement**

- **THR HIE Participation Agreement.**
  - A required agreement between Texas Health and the participating facility/clinic to contribute data and/or view data within the THR HIE.
www.texashealth.org/HIE

Procedures

THR HIE Procedures:

• THR HIE Participant Access Audit Request
  – Procedure for the participant to request access audit reports from the THR HIE.

• THR HIE Patient Access Audit Request
  – Procedure for the patient to request access audit reports from the THR HIE – available once federal law becomes effective

• THR HIE Breach Notification
  – Requirements for participant and THR HIE and procedure for breach notification.

• THR HIE Amendment Request
  – Requirement of the participant for amendment request and procedure to notify the THR HIE.

• THR HIE Correction Procedures
  – Requirements of the participant for data corrections

• THR HIE Complaint Procedures
  – Procedure for the participants and patients to file a complaint with the THR HIE.

• THR HIE Restriction on Use and Disclosure of PHI
  – Procedure for the participants contributing data to the THR HIE to inform patients to opt-out if a Restriction on Use and Disclosure of PHI is approved.

• THR HIE Revocation of Authorization
  – Requirements and procedure for the participant when a patient submits a Revocation of Authorization
www.texashealth.org/HIE
Other Documents

THR HIE Requirements:

• THR HIE Policy Updates
  – Notifications of policy and procedure updates will be published within the THR HIE and available on the THR HIE Website.

• THR HIE Software Hardware Requirements
  – Resource on the basic Software/Hardware requirements to view data within the THR HIE.

THR HIE Forms:

• THR HIE Participant Access Audit Request
  – Form for the Participant to request an Access Audit Report

• THR HIE Patient Access Audit Request
  – Form for the Patient to request an Access Audit Report (available once federal law becomes effective)

• THR HIE Revocation of Authorization Form
  – Authorization Form for the Patient to sign and request to Opt-out of the HIE

• THR HIE User Access Form
  – Form for the Participant to request User Access for Authorized Users

THR HIE Fee Schedule:

• THR HIE Fee Schedule
  – Document indicating fees for request outside of normal THR HIE operations, if approved.

* Other Policies, Procedures and Documents, as deemed necessary, will also be available on the THR HIE website.
How can I access the THR HIE website?

- Type www.texashealth.org/HIE in your internet browser.
- Click located on the login page of the THR HIE.

What additional information may be found at www.texashealth.org/HIE?

Patient Section including:
- Facilities and clinics participating in the HIE.
- Frequently Asked Questions
- Contact Us for Revocation of Authorization; Access Audit requests and other general questions.

Provider Section including:
- Frequently Asked Questions
- Enroll Now to request access
- Contact Us for User or Patient Audit request and other general questions.
- Documents (Policy, Procedures, and other Documents)
- Training and Tip Sheets
HIE Updates

Authorized Users will be notified of important updates on the THR HIE Splash Page. The updates will give a brief description of the changes and will link you to the updated policy and/or procedures located at www.texashealth.org/HIE.
You have successfully completed this module