



CHIE Frequently Asked Questions

What is the CHIE?

The Clinical Health Information Exchange (CHIE) provides medical professionals a way to share and view patient information in a secure electronic manner. This information is accessible, **with patient consent**, to authorized users while maintaining the highest standards of patient privacy. By using the CHIE, a participating physician can promptly locate certain health information about patients, which will help to ensure doctors have the results and reports they need to give patients the best care possible.

How does the CHIE improve care?

The CHIE benefits both medical professionals and patients. By participating in the CHIE, patients are enabling medical professionals to have access to their health information which will provide better and more accurate care. With doctors being able to see a patient's prior laboratory results or radiology reports, they are able to save time and money by not having to duplicate these tests. This in turn reduces their costs, which are passed along to both patients and insurance payers.

What information will be shared in the CHIE?

The information that is shared may include medications histories, allergies, lab reports, prior office visits, transcription records, immunization histories, x-ray reports, and patient discharge summaries. The CHIE may also contain information about substance abuse, mental health conditions, and other conditions that you may consider sensitive.

Can I choose what information is shared?

Unfortunately the CHIE is not able to exclude specific tests, visits, or treatments. If you are concerned about some or all of your information being shared in the CHIE, you may want to consider opting out of this program.

Who will have access?

Only authorized medical professionals will have access to the CHIE. Participants in the CHIE include physicians, hospitals, health insurers, pharmacies, laboratories, and others that may have a legal right to health information. These participants aid in the treatment and payment for a patient's health care, and must be authorized prior to access as well as legally attest to their need in accessing a patient's health information.

What does it cost?

There is no cost to patients who participate in the CHIE. Clinicians pay a fee based on office size, and hospitals pay a fee based on the prior year's discharges. UHIN is a not for profit organization, and makes every effort to keep these costs as low as possible.

"The goal of the CHIE is to 'connect the dots'. That is, to ensure that no matter where a person receives care in Utah, any participating health care provider can –with that patient's permission (patients can opt-out)- receive basic medical information about that patient from all the other health care providers in Utah that have treated that patient."

*Jan Root, PhD.
President & CEO of UHIN*

How is privacy and security maintained? Will my information be safe? How is my privacy protected?

The organizations that participate in the cHIE network have agreed to make information accessible to authorized medical professionals, with patient permission, by building secure electronic connections to the cHIE. The cHIE network will authenticate all clinical users and provide privacy protections that comply with Federal and State regulations as well as HIPAA privacy guidelines. Additional audit and tracking safeguards have been put in place to track every viewer's usage of the system to help ensure proper access is maintained.

How do clinicians participate?

Participation is an easy process. Physicians would need to complete the cHIE enrollment process for clinicians on our website (www.uhin.org), and return them to UHIN. This primarily involves completing the necessary paperwork and connecting an Electronic Medical Record (EMR) to the cHIE.

How do patients change their consent to participate?

You can change your consent at any time with a visit to any participating cHIE Clinician. Simply tell the clinician's office staff that you would like to change your cHIE consent status, sign the Patient Consent form, and they will submit that information for you.

Are there privacy or health risks?

Although every effort is made to protect health information, there is always the risk that unauthorized users may attempt to access or misuse your health information. The cHIE uses the most advanced security to protect your privacy. The cHIE also tracks every person that accesses its information, and performs routine audits to help ensure that those accessing your information are doing so per your selected consent.

Additionally, there is always the risk of having incorrect or incomplete health information in the cHIE. Again, every effort is made by contributing data sources and clinician offices to ensure that your information is up to date and correct. Health information exchange is a tool to improve care. Just like a paper health record, if the health care provider does not enter the correct information, that information remains in the health record until it is corrected. Several safeguards are in place to verify health data and electronic information can provide checks and balances that paper health records cannot.

Do I have access to my own medical records in the cHIE?

The UHIN cHIE does not store any of your medical information, it only allows a onetime view during a hospital or doctors visit. If you want to access your own medical records, you can obtain them through your treating physician or hospital.

Can medical information be accessed at any time?

No. Medical professionals can only use the cHIE to access patient health records at the time of a patient visit or as services are provided.

Are all doctors and hospitals in Utah participating in the cHIE?

Several hospitals are joining the cHIE in the second quarter of 2010. Additionally, several doctors and clinical practices have expressed interest in participating in the coming year. Currently not every hospital or every physician is participating, but participants are being added regularly. If your doctor or hospital is not currently a member of the cHIE, talk to them today to request that they participate to ensure you receive the best care possible.

If you have additional questions or want more information please visit our website at www.uhin.org or contact us at chie@uhin.org or 801-466-7705.