

Health eNet Community Health Record Frequently Asked Questions (FAQ's)

1) How secure is the Community Health Record/data/messaging?

The Hawai'i Health Information Exchange takes data security very seriously. Access to data is strictly for treatment purposes and limited to those treating patients. The Hawai'i HIE uses a rigorous combination of technology, policies, auditing and other procedures to keep information safe.

2) What is the purpose of the Hawai'i HIE?

The mission of Hawai'i HIE is to positively transform health care in the State of Hawai'i by improving quality of care, increasing efficiency, and reducing costs through effective use of electronic health records and electronic exchange of clinical data.

3) Is the Hawai'i HIE sustainable?

Yes, the Hawai'i HIE is sustainable. While the organization was originally grant funded, the organization is now funded through a combination of private sector and state funding. There is currently no charge through June 2016 for providers to utilize the Hawai'i HIE's Health eNet Community Health Record, however in the future there may be a modest charge.

4) How often do I have to make updates?

The Health eNet Community Health Record is sometimes updated, but without any action required by the user. During these updates, access to the system will be temporarily unavailable, however the Hawai'i HIE will schedule these updates during off hours to minimize disruptions. Users do however need to periodically update their Results Inbox to ensure they are getting results from all available data sources.

5) Are all providers using the CHR? Who is using it?

To date, more than 1200 users and 470 physician practices, pharmacies and large health care providers are using Health eNet services. These providers are given priority consideration for the first waves of users for the CHR.

6) Do I have to use the Community Health Record?

Nobody has to use the Health eNet Community Health Record (CHR). The CHR is meant to provide value to a provider practice by providing almost real-time access to patient information such as clinical reports and lab results from a single, online source enabling informed decision making and decreasing administrative time spent acquiring critical information from external sources.

7) How is the CHR system updated?

Data availability within the Health eNet Community Health Record is subject to the individual data source's policies and technical capability. Data is updated in almost real time as the individual data source makes the information available. Most sources will make information available immediately after it is signed off by the attending or performing provider.

8) How does the support desk work?

Hawai'i Health Information Exchange staff will be available to provide support during business hours (M-F 7:45AM- 5:00PM).

9) Who conducts the audits and how often?

The Hawai'i Health Information Exchange conducts audits regularly at least annually.

10) When are the other hospitals going to contribute data?

The Hawai'i HIE strives to have complete data from all of Hawai'i's hospital and health care providers. We are actively working with community stakeholders to complete development of additional data sources. We are currently working with HPH and expect data contribution by the end of the third quarter of calendar year 2015.

11) How can I contribute data?

The Hawai'i HIE supports our participants in both data contribution to the Community Health Record (CHR) and for Public Health Reporting. Organizations interested in contributing information should contact Francis Chan at 808-441-1431 or fchan@hawaiihie.org.

12) How much does the CHR cost?

Through June 2016 there is no charge for organizations to access the Health eNet Community Health Record. The services are currently supported by subscription fees collected from data contributors such as the hospitals, labs and payers. After June 2016, access to the Health eNet Suite of Services will likely require a subscription.

13) What if a patient wants to opt-out?

Access to complete clinical information is essential for accurate decision making and high quality health care. While patients are allowed to opt-out of the Health eNet Community Health Record the patient must request opt-out and have a provider sign-off on the opt-out form. The form is available on the Hawai'i HIE website. We strongly recommend providers discuss the benefits of participation and risks of opting-out with patients who request opt-out.

14) What is the difference between Medication Orders and Ambulatory Medications on the Medications tab?

Medication Orders is referring to medications ordered in the inpatient setting. Most users will not see this field listed under the medications tab. Ambulatory Medications are medications filled in the out-patient and community setting. Users can request a 12 month medication fill history from the Ambulatory Medications heading under the Medications tab.

15) Why can't I download just part of the record?

Users can currently only download the entire chart or information from a single encounter. We are working to improve download capacity, but don't have a timeframe for completion of this functionality.

16) Can I import CHR data directly to my EMR?

Users cannot currently directly export data to their EHR. However, users can utilize the Create Care Summary function and export a CCD which can then be imported into the EMR or users can print to PDF and then import to the EMR.

17) Can the CHR integrate with my EMR directly so I don't have to log-in or download stuff?

Single-sign-on requires integration efforts on behalf of both the Hawai'i HIE, the practice, and the EHR company. We do not currently support this function by it is a future functionality for the Health eNet Community Health Record.

18) Why are there duplicate allergies, problems etc.?

Duplicate allergies and problems are a result of how the data is being sent by the data senders. The Hawai'i HIE does not change any data, but is working the data senders to prevent duplication.

19) Why are reports named different things depending on the source?

Naming conventions are a result of the data source. The Hawai'i HIE is working diligently to standardize naming conventions across organizations in order to provide more clarity on content.

20) Can I view lab results over time?

No, the Health eNet Community Health Record does not currently support longitudinal charting of labs. Labs can however be grouped by name or description.

21) Why are individual lab results always mixed with other results?

Labs are listed individually, but are reported based on all the labs in the original lab order. Thus all the labs that were ordered at the same time are delivered in the same report.

22) Does every user need a log-in?

Yes, every user must have a unique log-in, password and access role. Auditing of user activity occurs regularly and ensures proper use of the Health eNet Community Health Record.

23) Why do I have to change my password so often?

Password requirements are set by Hawai'i HIE policy which was created based on guidance from our participants and industry best practices.

24) Can two people use the same username or password?

Each user is assigned a unique username. Users can have the same password, however users are NOT allowed to share logins.

25) How accurate is the data?

The data in the Health eNet Community Health Record is as accurate as the data source. The Hawai'i HIE does not alter any data.

26) Do I have to purchase any additional software to be able to download the documents?

No providers do not need additional software to download, however they may wish to download a free PDF writer. This will allow them to print to PDF and then upload to their EMR. If the organization desires to edit the PDF's they will need to purchase software such as Adobe Professional. Organizations should consult their EMR vendor for any specific recommendations before they invest in additional software.

27) Why is the system so slow? How often does the system crash?

It is rare for the Health eNet Community Health Record server to crash. Generally, rebooting your computing device regularly helps free up memory and give you better experience when you access the Health eNet Community Health Record (or any hosted application).

28) Who is Medicity and will I ever have to call them directly?

Medicity is the vendor who supports many of the products available through the Health eNet Suite of Services and is a market leader in clinical data exchange. Medicity is also assisting with some customer support. All support calls should be routed through the Hawai'i HIE 808-441-1411.

29) How do explain to my patients that I am using the Community Health Record? Do I have to hang any information? If so will Hawai'i HIE provide it?

Organizations that provide data to the Health eNet Community Health Record are required to include electronic exchange of information in the Notice of Privacy Practices (NPP). Providers who access the CHR do not need to notify patients that they access the information. However, a letter to patients is available on the Hawai'i HIE's website for providers who wish to discuss the Hawai'i HIE in more detail.

30) What additional features will be added to the CHR? Is this the final product?

The Hawai'i HIE is continually working to improve the quality and value of the Health eNet Community Health Record. New data sources and features will be added in the near future. Integrated Direct Secure Messaging is on the most immediate roadmap for the Health eNet Community Health Record, likely available fall 2015.

31) How many users can we have at our office? Is there a limit?

While there is no limit to the number of users at a practice, the Hawai'i HIE strongly encourages access be limited to individuals who require access for the delivery of patient care. Limiting access reduces the organizations liability for inappropriate access and reduces the risk of misuse. Additionally, inactive users will be frozen out of the system.

32) What happens if the administrator goes on vacation or is out of office and the office needs access to reports or change in providers?

The Hawai'i HIE only allows the organizations administrative point of contact to request new users. In the event of this persons absence the organization's administration must contact the Hawai'i HIE and identify a new organizational administrator with the authority to add users.

33) How are patients matched? How can we be sure patients are matched correctly?

Patients are matched across multiple organizations based on a complex set of patient matching algorithms. These algorithms consider combinations of personal identifying information such as name, date of birth, sex, zip code, phone number, address, social security number, and medical record number. The Hawai'i errs on the side of safety, as a result in order to avoid false positive matching, if matching does not occur at a 95% degree of certainty the records are not linked.

34) Can the documents be altered or corrected by Hawai'i HIE?

Documents or data found in the Health eNet Community Health Record cannot be altered without returning to the original data source.