



HIE FAQ Front Desk v3 08.22.2018

Q: What is a Health Information Exchange (HIE)?

A: *A secure, electronic system that allows the efficient sharing of health information across a community or region.*

Q: Is my entire record viewable?

A: *No. Only certain information important to your care is in the HIE. Your complete record is not viewable.*

Q: What about sensitive information such as mental health, chemical dependency or certain lab results?

A: *Only persons with the right to see that level of information will be able to see it.*

Q: Is my health information still confidential?

A: *Only providers you give consent to can access your information in the HIE.*

Q: What are the benefits of the HIE to the patient?

- *Improved patient care*
- *Improved care coordination*
- *Reduction of duplicate medical tests*
- *Improved visit efficiency*
- *Rapid information sharing*
- *Automatic notifications to providers and care coordinators*

Your doctor and other providers will have more real-time information about your health. An example of this could be the emergency department doctor would know your current medications, allergies and conditions so they can treat you more safely and effectively

Q: With all of the electronic health records and computers, isn't my information already available to everyone who needs to see it?

A: *No. In most cases, each doctor or provider will only have the information about their care of you in their records.*

Q: Is this HIE compliant with the privacy laws of Minnesota?

A: *Yes. The HIE meets all of the current requirements under Minnesota and federal law.*

Q: Can I refuse to allow my information to be shared?

A: *Yes. You can sign an Opt Out form that will keep your information from being accessed by providers. **But in doing so you and your doctors will not have the advantages of the HIE.***

Q: If I opt out of the HIE can I change my mind later and have my information accessible?

A: *Yes. You can use the same form you signed to opt out of the HIE to opt back in.*