



Training Session – Patient Communication

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PRIVACY OFFICER



About Us

The Koble Group is solely focused on healthcare IT. We offer professional services in Health Information Exchange Management, Integration Engineering, Managed Services and Compliance. We were certified as a MN HIO in November of 2015.

Mission

Advance the adoption, use of technology and exchange of health information to improve healthcare quality, patient safety and overall efficiency of healthcare and public health services of Minnesota.



To promote high quality and transform the health care experience of all Minnesotans.

Vision

Purpose of Today's Training

During this training we will review the information to be discussed with patients as well as the *Opt-Out / Opt Back In* form and process.



Patient Information

Patient information brochure

Opt Out information

- Notice of Privacy Practices needs to be updated with the HIE participation language – this is a major change and a new acknowledgement would be required

Consent/Authorization

- Use current process



Patient Information Brochure



Opt Out

Koble-MN was HIO certified by the State of MN with a patient Opt Out model

- Essential Patient information is sent to the HIE
- Once opted out the patient is not searchable in the record locator service
- The patient can opt out/opt in at anytime
- Ensure NPP includes HIE language
 - Sample language: "We may make your protected health information available electronically through an electronic health information exchange to other health care providers that request your information for their treatment and payment purposes. Participation in an electronic health information exchange also lets us see their information about you for our treatment and payment and healthcare operation purposes. You are permitted to request and review documentation regarding who has accessed your information through the electronic health information exchange. Your provider will have information on how to make this request, or you may find the information at www.KobleMN.org."



Opt Out/In Form

- Koble-MN platform technology utilizes national security standard to maintain privacy and security
- Data is encrypted and located on a secure network
- Only authorized users that have written consent may access patient information
- Provider and Koble-MN maintain records of who accessed information
- Participation is voluntary
- Participation is not a condition of receiving care
- Opt Out forms returned to provider to be sent via DSM to Koble-MN **OR** forms can be sent directly to Koble-MN. Same process for Opt Back In requests
- May take up to 5 business days to process request
- If Opted Out, a provider may still elect to receive certain results via the HIE
- Opt Out decision will not prevent a health care provider from disclosing PHI required by law (i.e. public health reporting)
- To maintain a record of Opt Out choice, limited identifying information will be kept in record locator service



Consent/Authorization

- NW MN eHealth Initiative work effort
- Use current process
- Consent/Authorization is managed by the participant



Questions



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