COVID-19 HIE FAQs
HEALTH CURRENT IS HERE TO HELP WITH CRITICAL, REAL-TIME PATIENT DATA.

COVID-19 HIE Frequently Asked Questions (FAQs)

Last updated: April 8, 2020

Health Current, Arizona's Health Information Exchange (HIE), is committed to working throughout the COVID-19 pandemic to help support the healthcare community in our collective response. Review the Frequently Asked Questions (FAQs) below to learn how patient data and other information from the HIE is making a positive difference during the COVID-19 crisis. To learn more about Health Current response to the epidemic, visit the COVID-19 HIE Information Center at: https://healthcurrent.org/COVID19.

HIE SERVICES

1. How is Health Current supporting the Arizona healthcare community during the COVID-19 Crisis?

Health Current offers HIE Participants the ability to receive COVID-19 Alerts, which are real-time updates on COVID-19 lab results for individuals included in the Participant's patient panel. As a reminder, standard HIE services such as Portal access, Alerts on admissions, discharges and ED visits and connectivity with EHRs also proves extremely valuable to ensure that your organization has the most up-to-date information on patients. If you are interested to expand your current HIE services in these areas, please contact your Health Current account manager. Aligned with COVID-19 services available to HIE participants, there are also a variety of activities and new projects in development or actively being implemented to support the public health response to COVID-19 response.

2. What other COVID-19 services are offered or considered by Health Current?

Health Current is currently collaborating with HIE stakeholders to examine the value of and implement additional COVID-19 services, such as expanding public health access to data for investigations and other allowable purposes, reporting on symptoms that could indicate a potential COVID-19 case, ability for hospitals and health systems to check on COVID-19 testing status for ED visits or new admissions, and hospital capacity tracking for bed availability and other capacity indicators in near real-time. When any new service is launched, it will be to meet the most pressing needs of the healthcare community. Above all, our team is committed to being flexible and responsive to the changing needs of the Arizona healthcare community during these unprecedented times.

3. What type of information is included in a COVID-19 Alert?

Participants can choose to receive one of two types of COVID-19 Alerts: 1) For both positive and negative lab results for COVID-19 tests; or 2) Positive results only.

4. What are the data sources for COVID-19 Alerts?

The HIE currently receives all COVID-19 lab results from Sonora Quest Labs, Banner Health and a variety of other hospitals, health systems and independent laboratories. We are working with all HIE data suppliers to confirm which organizations are sending COVID-19 lab results to Health Current so that the lab results process appropriately.

Collectively, over 200 organizations supply Health Current with data on more than 97 percent of hospital inpatient admissions and emergency department visits in Arizona. Any of these data suppliers that conduct COVID-19 testing or receive COVID-19 lab results will send those results to Health Current. These results will be available via the new COVID-19 Alerts as well as through normal HIE access services, such as the HIE Portal and bidirectional HIE interfaces.

In response to the COVID-19 pandemic, Health Current is conducting outreach to LabCorp, TGen, Mayo and any other labs or healthcare facilities that are providing COVID-19 testing to ensure HIE participant access to the most comprehensive and complete COVID-19 lab results through the single, statewide health information exchange.

5. How often are COVID-19 Alerts delivered?

HIE Participants have two options for when to receive COVID-19 Alerts: 1) **Real-time** results (as the results become available); or 2) **Batch** results (data is aggregated and delivered at a designated time in the future, i.e. twice a day, end of day, weekly, etc.).

6. How does an HIE Participant begin to receive COVID-19 Alerts?

To start receiving COVID-19 Alerts, current HIE Participants should follow these steps:

1. Determine the type of alert (positive & negative results, or positive results only) and delivery frequency (real-time or batch).
2. Determine if you want to receive alerts on your existing patient panel(s) or a new one (perhaps on a vulnerable population).
3. Determine who in your organization should receive the alerts. For each recipient of **Real-time** or **Batch** alerts, you must use an existing Direct secure email address or supply a new one. Note: At this time, the Batch delivery of COVID-19 Alerts is different than the secure file transfer protocol (SFTP) method used for traditional Batch alerts. An SFTP option for Batch delivery of COVID-19 Alerts will be available in the near future.
4. Contact your Health Current account manager or the client support team at HIEsupport@healthcurrent.org with your patient panel and email preferences.

7. Who in our organization should receive the alerts?

COVID-19 Alerts are ideal for healthcare professionals in the following functions:

- Clinical and patient-facing staff workflow – clinicians, physicians, nurses, medical assistants, care coordinators, program directors, office managers
- Care managers, population health managers
- Quality management, compliance and business continuity functions

8. Our organization is not a Health Current Participant. How can we receive COVID-19 Alerts?

If you are not a current participant, please contact the Health Current recruitment team at recruitment@healthcurrent.org to get started.

9. Where can I learn more about other HIE services?

To learn more about other Health Current services, visit: https://www.healthcurrent.org/services.

LEGAL, PRIVACY & COMPLIANCE

1. Are there any changes to the Patient Rights Process during the COVID-19 epidemic?

Arizona statute mandates compliance with the Patient Rights Process (e.g. providing the Notice of Health Information Practices (Notice), providing patients the opportunity to opt out, etc.) during the COVID-19 pandemic.

While providers must still adhere to these requirements, Arizona statute enables healthcare providers to manage the patient rights process in the same way they manage compliance with HIPAA. Specifically, A.R.S. 36-3804 states:

> "A health care provider participating in a health information organization must distribute and document the distribution of the health information organization's notice of health information practices in the same circumstances and in the same manner as the health care provider is required to distribute and document a notice of privacy practices by the health insurance portability and accountability act."

With this in mind, Health Current suggests that participant healthcare providers that have developed new workflows in light of the pandemic adjust their implementation of the Patient Rights Process in the same manner as they are adjusting other required activities (e.g. provision of the HIPAA Notice of Privacy Practices).

Health Current is part of ongoing conversations with government stakeholders to identify potential opportunities for relieving statutory requirements where appropriate. Please share any specific constraints or requests for additional guidance with your Health Current account manager.

2. Are there any changes to Health Current's Permitted Use Policy during the COVID-19 epidemic?

The Health Current Permitted Use Policy remains unchanged during the COVID-19 pandemic. Health Current Participants may access data about their patient/members for a permitted use (e.g. treatment, care coordination, population health, etc.) as described in the Permitted Use Policy. Participants must continue to adhere to the requirement that they access only records of patients/members with whom they have an ongoing treatment/coverage relationship (or for whom they are transitioning care/coverage). Please direct any questions or concerns about permitted use to your organization's Health Current account manager.

3. Where can I learn more about Health Current's Patient Rights Policy?

To learn more about patient rights and how patient information is shared through the HIE, visit: https://healthcurrent.org/hie-participants/patient-rights-process/.

4. Where can I learn more about HIPAA and patient data compliance laws in Arizona?

For additional policy questions, visit: https://des.az.gov/how-do-i/learn-about-hipaa/hipaa-privacy.

CONTACTS

For Existing HIE Participants | Please contact your Health Current account manager or the client support team at HIEsupport@healthcurrent.org.

Not an HIE Participant? | Please contact the Health Current recruitment team at recruitment@healthcurrent.org to get started.

Media Inquiry | Contact Bill Staples, Director of Communications, at 602-688-7202 or bill.staples@healthcurrent.org.
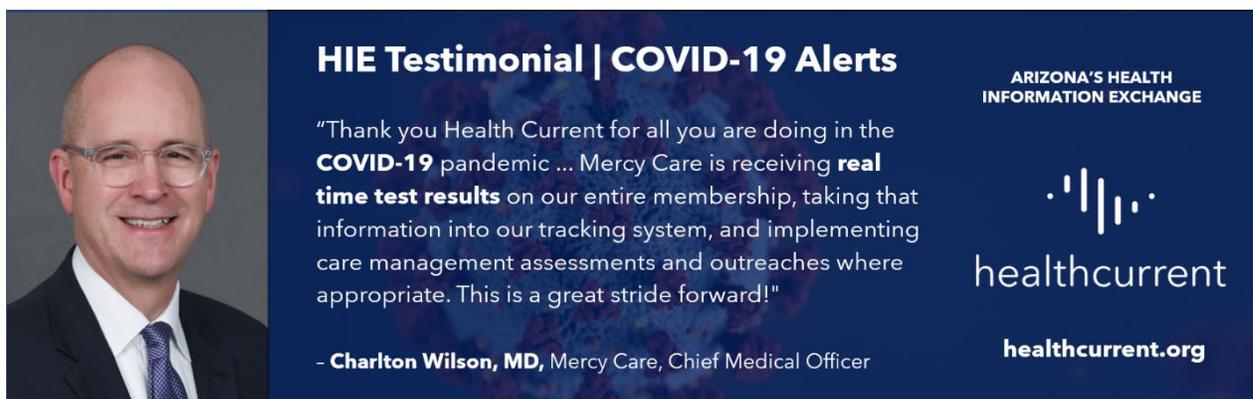
HIE Testimonial | COVID-19 Alerts

"Thank you Health Current for all you are doing in the **COVID-19** pandemic ... Mercy Care is receiving **real time test results** on our entire membership, taking that information into our tracking system, and implementing care management assessments and outreaches where appropriate. This is a great stride forward!"

– **Charlton Wilson, MD,** Mercy Care, Chief Medical Officer

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