A Patient’s Guide to Understanding Health Information Exchange

What is Health Information Exchange and why is it important?
Health Information Exchange, or HIE, allows the instant sharing of health information among doctors’ offices, hospitals, labs, radiology centers, and other healthcare organizations. HIE allows delivery of the right health information to the right place at the right time, providing safer, more timely, efficient, patient-centered care. The Chesapeake Regional Information System for our Patients (CRISP) serves as the HIE for Maryland and the District of Columbia.

What are the benefits for you?
HIE helps coordinate your care and reduce unnecessary treatment and cost. Sharing information through CRISP has been show to:

- Improve patient safety by reducing medication and medical errors
- Increase efficiency by eliminating unnecessary paperwork and handling
- Provide caregivers with clinical decision support tools for more effective care and treatment
- Eliminate redundant or unnecessary testing
- Improve public health reportign and monitoring
- Improve the quality of care and outcomes
- Reduce health related costs for both the patient and provider
- Be notified when you are admitted to a hospital or other connected facility
- Share your health information with the other providers who are caring for you
- Share your health information with your health plan or insurance company to be sure you are receiving appropriate follow-up care
- Identify high utilizer patients and track utilization across hospitals to ensure the best care is given
- When permitted by law, share your information with public health officials
- Review your medical history to identify resources that may help you
- Identify research studies for which you may be eligible

For a full list of use cases and CRISP policies, please visit www.crisphealth.org/ABOUT/Policies-Agreements.

How is your medical information kept private?
Protecting patient information in the CRISP HIE is a priority. CRISP follows all state and federal privacy and security laws to protect patient health information. The Federal Health Insurance Portability and Accountability Act of 1996 (HIPAA) Privacy, Security, and Breach Notification Rules are the main Federal laws that protect your health information. CRISP considers the privacy and security protections outlined by these laws to be minimum standards, and many of our policies go above and beyond what is really required by law.

How do you know who has accessed your records?
Patients can request a list of participating users that have accessed their medical records. Requests should come directly to CRISP and must include first name, last name, date of birth, and address. If a patient deems a user was unauthorized to view their records, CRISP will begin an investigation with the organization involved.
Can you choose not to participate in the HIE?
Yes, patients can choose to opt out of the CRISP HIE. As part of receiving care in the District of Columbia or Maryland, your health information is available through the HIE to doctors for the purposes of treatment, unless you choose to opt out. Choosing to opt out generally means that providers cannot access any of your health information through CRISP.

In accordance with the law, Public health reporting, such as the reporting of infectious diseases to public health officials, still occurs through the HIE after you decided to Opt Out. Controlled Dangerous Substances (CDS) information, as part of the Maryland Prescription Drug monitoring Program, is available through the HIE to licensed providers.

Understanding Your Consent Options
CRISP offers granular consent options to give you more control over how your data is shared and accessed. Health Information Exchange (HIE) data is created and shared by your provider both in and out of the hospital setting. You have the option to only opt out of sharing information created when you see doctor’s in their offices, to only opt out of sharing information created when you go to the hospital, or to opt-out of both (in and outpatient) types of data sharing.

Manage Your Subscriptions
The CRISP Encounter Notification Service (ENS) notifies your providers of your transitions throughout various healthcare facilities. Your providers must notify CRISP that they are treating you in order to be subscribed to your notifications. If you would like to know which providers have subscribed to you and choose which of those you are comfortable sharing your health data with, please contact CRISP via email at support@crisphealth.org or by phone at 877.952.7477. Opting out of sharing data with CRISP will automatically opt you out of the CRISP Encounter Notification Service.

For more information about the CRISP HIE, visit www.crisphealth.org, call 1.877.952.7477, or email support@crisphealth.org.

You have several options for opting out of the CRISP HIE; you may select one below.

1. Visit the CRISP Web site at http://www.crisphealth.org
2. Call 1.877.952.7477
3. Fax your completed form to 443.817.9587
4. Mail your completed form to:
   CRISP
   7160 Columbia Gateway Drive, Suite 230
   Columbia, MD 21046