



October 30, 2020

Sent on behalf of William Isenberg, M.D., Ph.D., Chief Quality and Safety Officer, Sutter Health

To: Physicians and Advanced Practice Clinicians Caring for Sutter Patients

Subject: Day 1 Update on OpenNotes and Results Release

Sutter Health went live with OpenNotes and Results Release last evening. Since then, a few items have been brought to our attention, and our teams are actively working to resolve them.

California Sensitive Results: We are investigating reports that some California sensitive tests (HIV, Hepatitis, Drugs of Abuse and Pathology) that were resulted between Oct. 27 and 29 were released to MHO today. All California sensitive results that resulted between Oct. 27 and 29 have now been retracted from MHO until we can confirm that a healthcare provider discussed these results with the patient. Any CA sensitive tests that were resulted prior to Oct. 29 are now hidden from being viewed in MHO.

For providers, this means you will not be able to manually release these sensitive results in Sutter EHR prior to Oct. 29 until after the standard Sutter EHR upgrade in mid-November. Any CA sensitive results finalized after Oct. 29 may be manually released by a provider.

Historical Sensitive Behavioral Health Results: Providers are no longer able to “Copy Forward” the historic (before Oct. 29) sensitive behavioral health notes. There is no technical fix at this time. The workaround to “edit” the note after signing will allow you to copy the content; however, doing so will remove the sensitive flag and will allow the progress note to be accessed by outside providers via Care Everywhere.

Additional Result Details Released: To comply with the Cures Act for OpenNotes and Results Release, the system was configured to release three additional result components (“Transcription,” “Narrative” and “Impression” details) for certain imaging studies. This has caused some errors in how historical imaging results are appearing in MHO. The IS technical teams will revert these reports to release only the report components that were previously released.

Historical Encounters Visible in MHO: Due to the system changes made to allow for notes release beginning Oct. 29, some historical encounters are now showing up to patients via MHO (such as ancillary visits and orders only visits.) The IS team has now added a date filter to remove these historical encounters from being shown in MHO. These encounter types will appear for patients moving forward from Oct. 29. There is no impact to providers or patients.

We appreciate your understanding and patience as our teams work quickly to make these updates. We will continue to closely monitor this situation over the weekend and for the next several days so that we can respond rapidly to any issues.

We will keep the [OpenNotes and Results Release resource site](#) updated as we learn additional information, so please refer to it often to stay informed. As always, please speak to your physician leader or email us at clinicians@sutterhealth.org should you have any questions.

Thank you.