

CHANGES EFFECTIVE: October 29, 2020 – Special Release

Changes will be implemented after 6 p.m. on Thursday.

Managers: For maximum visibility and awareness, please share this information with your teams in huddles, DES boards and in-person meetings.

1	Information Blocking: Reminders and Tips for All Users
	<ul style="list-style-type: none">• Access the OpenNotes and Results Release Resource site to find FAQs, Know Do Shares and other information to support the go live.• Most notes created on or after Oct. 29 will be released to our patients in My Health Online on Oct. 29. These note types are listed here. By May 2, 2022, Sutter Health will also be required to release additional electronic health information patient data. These exact data elements are still to-be-determined.<ul style="list-style-type: none">• If you are a provider using OpenNotes, any notes you released in the past will continue to be viewable by the patient.• What are acceptable reasons to block a note? (available in .MYNOTESHIDE)<ol style="list-style-type: none">1. Prevent Harm: Substantial risk of physical harm to the life or physical safety of the patient or another person.2. Respect Privacy (at the request of the patient or proxy)3. Promise of confidentiality4. The information in this note is compiled in order to be used in a civil, criminal or administrative action/proceeding.5. Notes that contain Sensitive Labs under CA Health & Safety Code (HIV, Hepatitis Antigens, Drugs of Abuse Screen, and Pathology results) prior to the clinician having a discussion with the patient.• How do I actually block a note for privacy or risk of harm?<ul style="list-style-type: none">▪ A “Share with Patient” button has been added to sharable notes which will share the note with patient in My Health Online. The button will be selected by default when the note is opened.▪ If a Note should not be shared with a patient, the author should de-select the “Share with Patient” button and use the following SmartPhrase to document the reason for not sharing the note with the patient: .MYNOTESHIDE▪ For more information, visit the updated Wiki page.• How does a patient request records that exist prior to Oct. 29?<ul style="list-style-type: none">• Patients may contact the HIM department for a release of information for medical records• The Federal regulation requires us to release the full name of the author on all sharable notes. This has always been available for records released through HIM.• As of Oct. 29, all lab and imaging results will be released immediately (see Section 3 below), with the exception of Sensitive results (i.e. HIV, Hepatitis Antigen, Positive Drugs-of-Abuse screen and Pathology/Cytology).

- Scanned documents are **NOT** being released via MHO as of Oct. 29, but it is anticipated many of these will be released in the future. After the Nov. 8 Sutter EHR upgrade, providers can send a document from the Media tab via an MHO secure message.
- Notes such as sticky notes and secure messages between clinicians will not be released on Oct. 29. Sutter is reviewing whether these will need to be released in the future.

ENTERPRISE CHANGES

Impacts: Ambulatory, Inpatient, [SCC](#)

Roles: All Clinical Users

2 Information Blocking After Visit Summary Update

- The Ambulatory AVS, Inpatient After Visit Summary (AVS) and the Behavioral Health AVS reports are being updated to include a message to patients that they may now see results in their MHO account prior to the results being reviewed by their provider.
 - *“Results for tests that were ordered during your visit will be available to you in My Health Online as soon as they are finalized. This means you may see a result before your provider has had a chance to review it. We ask that you wait for your provider or your clinical team to contact you (typically 3-6 business days) to discuss any interpretation of the results.”*

Impacts: Ambulatory, Inpatient, [SCC](#)

Roles: Providers, RN, MA

3 Information Blocking Results Release Requirements

- The Cures Act provides new requirements for sharing results with patients with active MHO accounts.
- Results Release Requirements:
 - All normal and abnormal lab and imaging results will release immediately to MHO unless defined by CA Privacy Regulations as “sensitive.”
 - Sensitive Results can be manually released by healthcare professionals.
 - Sensitive Results including HIV, positive drugs of abuse results, positive Hepatitis antigens, and cytology/pathology results can be manually released after a verbal discussion with patient.
- The MHO Results Release activity should be used in all clinical settings to release or unrelease results.
- For more information, review the [\(10/23/2020\) KDS: Tips to Release and Unrelease Results](#) and visit the below updated Wikis:
 - [Inpatient Results Release Activity Workflow](#)
 - [Ambulatory Results Release Activity Workflow](#)
 - [ED Results Release Activity Workflow](#)
 - [Anesthesiologists, CRNA, SRNA Results Release Activity Workflow](#)

Impacts: Ambulatory, Inpatient, [SCC](#)

Roles: Behavioral Health Users

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Information Blocking Notes Release

- A “**Share with Patient**” button has been added to notes opened within the Notes Activity or from the Sidebar to comply with the new regulations of the **Information Blocking Act**. The button will be **selected “on” by default**.
- If a Note should not be shared with a patient, the author should unselect the “Share with Patient” button and use the SmartPhrase **.MYNOTESHIDE** to document the reason for not sharing the note.
- For more information, visit the below updated Wiki:
 - [New Button and Smart Tools for Notes Activity](#)