

Nov. 6, 2020

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

*To: Physicians and Advanced Practice Clinicians Caring for Sutter Patients*

*Subject: OpenNotes and Results Release: Telephone Encounters & Modifications for Teen Patients*

**Telephone encounters:** We want to remind you that since the launch of Sutter's OpenNotes and Results Release on Oct. 29, all patients can view telephone encounters in addition to all notes associated with any visit encounters.

**Note Blocking:** Please remember that you can block any note by unchecking the 'Share w/ Patient' button and selecting the applicable option in the SmartPhrase (.MYNOTESHIDE) including physical harm, for privacy, or under the promise of confidentiality. Starting Nov. 12, for all ambulatory encounters, you will be unable to close an encounter if you have unselected the 'Share w/ Patient' button unless you have also documented the .MYNOTESHIDE SmartPhrase with your note.

**OpenNotes for Adolescents (11/18 update):** We have temporarily halted the release of clinical notes affecting teens (ages 12-17) as we review and standardize processes that healthcare professionals can use to protect confidential information. Despite the fact that the note is defaulted to "Share w/ patient" in Epic, providers will see a yellow yield sign indicating that due to other system settings, the note will not be visible to the patient. We will be quick to communicate when notes will again be released to teen accounts.

**Immunization records available to Teen Proxies in MHO:** As of Oct. 29, proxies of all patients between the ages of 12 and 17 now have access to all immunization records that include the HPV vaccine. This is standard practice for most pediatric institutions across California.

To provide you with the latest information on OpenNotes and Results Release, we continue to update this [online Resource Page](#). If you have questions not addressed in the FAQ and tip sheets we've provided, please email us at [clinicians@sutterhealth.org](mailto:clinicians@sutterhealth.org).