Open Notes and Results Release

Unable to use Copy/Forward functionality for behavioral health notes written prior to 10/29.

There are two workaround available for you. **The high-yield info is in blue.** The details are below. We are working with Epic to see if there are better solutions.

Background: CURES Anti-Info Blocking definitions & regulations apply not only to patients having access to their records, but also to other healthcare institutions caring for these patients to have access to the patients' records via Health Information Exchanges (HIEs). The Behavioral Health eCIC advised that providers may have included psychotherapy or other protected/sensitive information in notes written pre-10/29/2020, and that these notes should *not* be released electronically to other organizations through HIEs. To accomplish this, the Sutter IS team is running a program to add Epic's "sensitive" designation to all behavioral health notes written on or before 10/28/2020, which will prevent those notes from release on HIEs/CareEverywhere. We have learned that the Epic software program doesn't allow Copy/Forward of notes that have "sensitive" designation. We are working with Epic to see if programming/configuration can be changed.

One workaround to the Copy/Forward issue is available today.

Copy/Paste - Highlight content in a prior note, copy the text, paste it into a new note.
Specifically, highlight old note content. Press <CNTRL> & <C> keys at same time to copy the highlighted text. Click into your new note, and use <CNTRL>&<V> together to paste content into your new note. Copy/Pasted text will not have any "smart" functionality. Smartlinks not refreshable. Important to know: if you try to edit a previously designated sensitive note, it will lose its sensitive designation, and be available to all healthcare institutions via CareEverywhere.

I apologize for the added complication to our note writing in mental health. Our attempt to honor the privacy guardrails under which historical mental health notes were written had unintended consequences and comes at a time of already increased cognitive burden for many of us, as we re-examine how we document in the era of Open Notes.

I hope the workaround above helps. We will continue to keep our mental health providers and staff updated on the situation via the eCIC representatives.

Thank you again to providers at PAMF and SCP for reaching out about this issue.

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If you want to go fast, go alone. If you want to go far, go together.

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