



NORTH CAROLINA HEALTH INFORMATION EXCHANGE AUTHORITY

Department of Information Technology
Kenya Servia, Outreach Specialist

Local Health Directors – Technology Committee
February 19, 2020 1:15-1:45 p.m.



Pilot Health Departments

- Albemarle Regional Health Services (CureMD)
- Appalachian District Health Department (Athena)
- Sampson County (CureMD)
- Orange County (EPIC)
- Wake County (Centricity)
- Harnett County (Patagonia)

Pilot Requirements for Participants

- Execute a full Participation Agreement
- PAA to Request Portal Credentials via the User Account Management Spreadsheet
- Request DSM Accounts
- Confirm DSM Account (Test Message to Minor Opt Out, Minor Opt Out)
- Review and provide feedback on the Minor Opt-Out form
- Fill out and scan/send Minor Opt-Out forms with test patient information
- User Acceptance Testing

Minors & Health Care Treatments

N.C.G.S. 90-21.5: Unemancipated minors are permitted to be received treatment without consent from a parent or legal guardian (“LG”) for the following conditions:

- venereal disease and other reportable diseases;
- pregnancy;
- abuse of controlled substances or alcohol; and
- emotional disturbance

N.C.G.S. 90-21.4(b): Providers are also prohibited from notifying the minor’s parent or legal guardian about the treatment given to the minor for the conditions above **unless** the provider determines that notifying the parent or legal guardian is essential to the life or health of the minor.

Minor Opt-Out Solution

NC HealthConnex has developed a plan to allow for a minor (11-17 y/o) to request confidentiality in accordance with NC law. This solution involves:

- The County Health Department to obtain written opt-out requests from minor patients **during the visit** involving medical treatments the minor does not need parental consent to receive.
- The provider will submit the form directly to NC HealthConnex within **2 days** of the encounter via **DSM**.
- Meanwhile, the Solution will hold off for **6 days** from including the minor's records submitted from that provider in NC HealthConnex to account for holiday's and/or long weekends.
- If the opt-out is received by NC HealthConnex within that time period, that set of minor's data from that **encounter date** will not be visible to participants. If the opt-out request is not received, the minor's data will be viewable in NC HealthConnex.

Comparing the Models

Patient Opt-Out Model

- Once a patient submits the patient opt-out form via mail, all their data is blocked from being shared within NC HealthConnex.

Minor Opt-Out Model

- A minor patient (aged 11-17) can opt out of sharing specific services including treatments for some contagious diseases, family planning/pregnancy, emotional issues, and drug or alcohol use.
- Minors cannot request a complete opt-out from data sharing, the minor opt-out is date of service specific only. They must opt out for each visit they are requesting not to be shared with NC HealthConnex.
- The provider will submit the form directly to NC HealthConnex within 2 days of encounter via DSM.

Update on CureMD Confidential Button

- LHD can continue to use the button for non-State data if the minor requests that they restrict disclosures to the HIE. This is permitted by HIPAA and we cannot limit this right of the patient per our own statute.
- LHD should stop using the confidentiality button for data pertaining to State services (except in situations involving data covered by more restrictive regulations, like 42 CFR Part 2 or psychotherapy notes)
- Call scheduled with DHHS, NC HIEA, County Health Department representatives, and Legal Counsel tomorrow 2/20/20 at 3:00PM

Status of DSM and Sending Forms

Albemarle Regional Health Services (CureMD)

Appalachian District Health Department (Athena) – Requested DSM accounts from SAS helpdesk.

Sampson County (CureMD) – MOO form sent via DSM on 12/04/2019.

Orange County (EPIC) – MOO form sent via DSM on 1/21/2020.

Wake County (Centricity) – MOO form sent via DSM on 12/19/2019 and resent on 01/06/2020.

Harnett County (Patagonia) – MOO form sent via DSM on 11/19/2019. Went Live 02/04/2020

Next Steps for Non-pilot participants

Contact the HIE Help Desk

HIESupport@sas.com

or

919-531-2700

Available 24/7 for critical issues

For non-urgent issues, Monday – Friday from 8:00 a.m. until 8:00 p.m.

General Users should contact their organization's PAA for assistance with access to the portal. For security purposes, the Help Desk Team will not assist general users without permission from the PAA on record. PAAs should expect to reach out to the Help Desk Team on behalf of their users.

User Account Management

- To create new user accounts for health professionals and staff employed by the facility, the PAA will submit a **User Management Spreadsheet** to HIESupport@sas.com or upload it through the NC HealthConnex Clinical Portal.
- PAAs can request the User Management Spreadsheet template, by reaching out to the HIEA Help Desk Team at HIESupport@sas.com or 919-531-2700

	A	B	C	D	E	F	G	H	I	J
1	Facility	Facility Code	Roles	User ID	Last Name	First Name	Suffix	Email	Description	Enabled
2	North Carolina Health Practice	NCHP	%HS_Clinician	NCHP.John.Doe	Doe	John		John.Doe@hospital.org	Nurse	TRUE

- The spreadsheet will have one row per user.
- A value for each of the required fields as shown on the next slide needs to be filled in.

*****PAAs should NOT delete columns or change any column names.*****

PAA User Account Management – Requesting DSM Accounts

My Account Logout Help

Last Name

First Name

User ID

Search Users

Reset Search

Request Type

Request Comments

Note: For all new user requests, upload a completed user management spreadsheet with your submission.

Submit Request to Help Desk

PAA User Account Management

Page size: 25 Results: 14 Page: [< >] of 1

<input type="checkbox"/>	NAME	USER ID	EMAIL ADDRESS	ASSIGNED ROLES	LAST LOGIN	ACTIVE
<input type="checkbox"/>	Brehmer, Jessica	jessica-clinician	jessica.brehmer@nc.gov	%HS_Clinician,%HS_PAAL	05/07/2019	X
<input type="checkbox"/>	Cota, Arn	TEST_Arn.Cota	arnkota@gmail.com	%HS_Clinician,HSGroup_U		X
<input type="checkbox"/>	Demo, Admin	DemoAdmin	admin.demo@hiea.com	%HS_PAAUserAdministrat	05/07/2019	X
<input type="checkbox"/>	Demo, AdminClin	DemoAdminClin	adminclin.demo@hiea.com	%HS_Clinician,%HS_PAAL	05/02/2019	X
<input type="checkbox"/>	Demo, Clerical	DemoClerical	mmacgregor@2interactive.	%HS_Clerical,HSGroup_UH	03/28/2019	X
<input type="checkbox"/>	hunt, michelle	mhunt-clinician	michelle.hunt@nc.gov	%HS_Clinician,%HS_PAAL	05/03/2019	X
<input type="checkbox"/>	Macgregor, Matthew	matt3	mmacgregor@2interactive.	%HS_Clinician,HSGroup_U		X
<input type="checkbox"/>	Macgregor, Matthew	matt4	mmacgregor@2interactive.	%HS_Clinician,HSGroup_U		X
<input type="checkbox"/>	Macgregor, Matthew	matt5	mmacgregor@2interactive.	%HS_Clinician,HSGroup_U		X
<input type="checkbox"/>	Macgregor, Matthew	matt7	mmacgregor@2interactive.	%HS_Clinician,HSGroup_U		X
<input type="checkbox"/>	Macgregor, Matthew	matt8	mmacgregor@2interactive.	%HS_Clinician,HSGroup_U		X
<input type="checkbox"/>	MacGregor, Matthew	TEST.Matt Mac	mhmacgre@yahoo.com	%HS_Clinician,HSGroup_U		X
<input type="checkbox"/>	Matt, Mac	UNC.Clinician	mmacgregor@2interactive.	%HS_Clinician,HSGroup_U		X
<input type="checkbox"/>	Servia, Kenya	Kenya-ClinicalPAA	kenya.servia@nc.gov	%HS_Clinician,%HS_PAAL	05/02/2019	X

Users Found for Facility University of NC HCS (click on a name to select):

Note: For all new user requests, upload a completed user management spreadsheet with your submission.

OR

Email HIESupport@SAS.com



Requesting or Changing DSM Accounts

	K	L	M	N	O	P	Q	R	S
1	DSM Address	NPI Number	Phone Number	Mobile Number	Address 1	Address 2	City	State	Zip
2	John.Doe@direct.NCHP.nchie.net	1234567811	919-xxx-xxxx	919-xxx-xxxx	101 East Main Street	Suite 100	Raleigh	NC	26513

Next Steps:

- Two regional pilots to send test patient forms.
- Monitor Harnett County.
- Additional pilot sites to Go-Live with Minor Opt Out DSM.
- Prioritization of next County Health Departments to Go-Live.
- We anticipate that the pilot will complete by early 2020.
- After the pilot completes, we will roll out minor opt-outs to all County Health Departments NC.
- NC HIEA to provide update on status of Minor Opt Out Pilot at next meeting March 18, 2020.

Questions?

Thank You!

For more information visit,
www.nchealthconnex.gov

Tel: 919-754-6912

E-mail: hiea@nc.gov

Kenya Servia, Outreach Specialist: Kenya.Servia@nc.gov