Front Line Staff Training
Training Objectives

• Define NEHII and the Health Information Exchange (HIE)

• Define NEHII purpose, benefits, access and participation options

• Define privacy, security and confidentiality relating to NEHII information

• Define resources available to you for discussing NEHII participation with patients.
What is NEHII?

• NEHII is a 501(c)(3) statewide, internet based health information exchange.

• NEHII is sponsored by Nebraska physicians, hospitals/clinics, and health insurance companies that utilize a patient’s information for treatment, public health monitoring, healthcare operations, and payment purposes.
What is NEHII?

• Exchanging health information through the NEHII HIE 2.0 web-based platform enables healthcare providers and the expanded medical community to have access to the most up to date patient information so they can make informed decisions.

• NEHII hosts the Prescription Drug Monitoring Program in partnership with the Nebraska Department of Health and Human Services.

• NEHII utilizes HIE data to provide quality and population health analytics applications and solutions to improve healthcare quality and drive population health improvement.
Purpose of the HIE 2.0 Platform

To share timely and accurate patient health care information in a secure environment to improve patient care.

Provide a seamless, electronic medical system driven by patients who give doctors access to their health information in order to better care for them.
Benefits of NEHII Participation

- Improved coordination of care
- Faster and accurate (or correct) prescriptions
- Reduced duplicate medical procedures
- Simpler benefit processing
Who Has Access to My Information?

NEHII users can include doctors, pharmacists, nurses, medical assistants, health insurance staff, and other staff who have treatment or healthcare operations relationships with patients.

A complete list of participating facilities can be obtained on the NEHII website at http://www.nehii.org
What Information is Shared?

Clinical results are shared once the facility is live with NEHII. Clinical results include:

- Labs
- Radiology reports
- Transcription reports
- Immunization History
- Medication History obtained through the Prescription Drug Monitoring Program (PDMP)- patients are not able to opt out of sharing their dispensed medications.
What Information is NOT Shared?

Records that are NOT shared include:

- Records related to alcohol or substance abuse treatment
- Emergency protective custody proceeding
- Predictive genetic testing performed for genetic counseling
- Mental health treatment records
**NEHII Opt Out & Opt In**

- Patients are automatically Opted In to NEHII when the facility they seek care at is sharing data with NEHII.

- NEHII is not set up to exclude specific visits, tests or episodes of care or to prevent access by specific providers or health insurers.

- Opting out means that no one will be able to access a patient’s health information through NEHII.

- If a patient doesn’t want some or all of their health information made available to participating providers and health insurers through NEHII, they should consider opting out of NEHII and not participating in the Health Information Exchange.
NEHII Opt-Out & Opt-In

If a patient wants to participate in NEHII now, can they opt out in the future?

✔ Yes

• If a patient decides to participate in NEHII now, but later changes their mind and decides to opt-out, they can do so by asking your staff or the provider for information.

• The opt-out tool can be located at http://www.nehii.org under the consumer tab, or http://www.connectnebraska.net/ under the opt-out or opt back in tab, or by emailing support@nehii.org
NEHII Opt-Out & Opt-In

If a patient wants to opt out of NEHII now, can they opt back in, in the future?

Yes.

• If a patient decides to opt out of NEHII, they may revoke that choice by speaking with your staff or their provider for help with this action.
• They can also access the Opt-In form on the http://www.nehii.org website under the consumer tab, or http://www.connectnebraska.net/ under the opt-out or opt back in tab, or by sending an email support@nehii.org with this request.
• Patients should understand that when they revoke their earlier decision to opt-out, all the historical information that was previously sent to the exchange will be available for sharing and viewing through NEHII.
At this time, patients cannot view their own medical records through NEHII.

NEHII is exploring the option to provide a personal health record (PHR), which is an electronic resource of health information to help individuals view their health history and enables them to be more engaged in healthcare decisions with their healthcare team. In the future, this information may include an individual’s health, family history, and important health information that can be updated by the patient.
How is Patient Privacy Protected?

NEHII and participating providers and health insurers use a combination of safeguards to protect patient health information.

Technical safeguards include:
- Encryption
- Password protection
- The ability to track every viewer’s usage of the system

All NEHII participants are regulated by federal and state privacy laws. NEHII participating facilities must also have their own policies and safeguards in place, including policies to train staff and limit access to those with a need to know role in patient care or healthcare operations.
Are There Privacy Risks?

• There is always a risk that the safeguards will not work and that someone will obtain, view, or use patient health information for impermissible purposes.

• No system of safeguards is perfect - neither NEHII's nor those currently utilized by your facility or health insurers.

• The electronic search capability of NEHII, the large number of participating providers, healthcare staff, and health insurers does increase the risk of a privacy or security breach.

• Although NEHII can audit and identify each authorized user who has accessed a patient record, this cannot prevent unauthorized access.

• The participating providers and health insurers believe the potential benefits outweigh the risk, but patient participation is a personal decision they must make for themselves.
Resources for Discussing NEHII with Patients

Consumer Website
http://www.connectnebraska.net/
- nehii.org consumer tab re-directs to this site.
- Consumers can locate participating providers, information about NEHII, security policy, privacy policy, and opt-in/opt-out forms
- Sample Script
Resources for Discussing NEHII with Patients

Connect the Docs:
- English brochure
- Spanish brochure

Connect the Docs video: http://connectnebraska.net/images/stories/nehii/connecting%20the%20docs_nehii.mp4
Please contact training@nehii.org with any questions related to this training or support@nehii.org with any general questions or to receive additional information about NEHII.