

*Welcome to ...*



# Electronic Health Information

**Secure. Private. Accessible.**

*Everything you need to know about the security and privacy of your electronic health information.*



**The Consumer Outreach Education Forum**

## Session Objectives/ Outcomes

- To promote consumer awareness of electronic health records.
- To promote consumer awareness of the security and privacy of electronic health records.
- To increase consumer trust in the security and privacy of electronic health records.

# Session Outline

- Consumer-Friendly Health Information Technology Terms
- Benefits of Electronic Health Records
- Security of Electronic Health Records
- Privacy of Electronic Health Records
- Access to Electronic Health Records
- Privacy and Security Laws (federal and state)
- Privacy Violations and Penalties
- Consumer Empowerment

# Our HISPC Champions

## Electronic Health Records

- Dr. Jim Morrow
- Dr. Jack Chapman
- Ms. Patricia Lavelly
- Mr. Herman Thompson
- Ms. Gwendolyn Glover
- Ms. Nancy Austin

## Security and Privacy Officers

- Attorney Ruth Carr
- Attorney Alison Earles
- Attorney Joel Schuessler

## Federal Mandate of 2014

Widespread adoption of health information technology by 2014.

*President Barack Obama supports health information technology for health care reform.*



## Executive Order

Creation of the **Health Information Technology and Transparency (HITT) Advisory Board.**



Governor Sonny Perdue  
October 2006

## Mission

Advise the Georgia Department of Community Health (DCH) on:

- encouraging the use of electronic health records
- establishing a **statewide strategy** to enable health information to be readily available and transparent

# Goal for Health Information Technology in Georgia

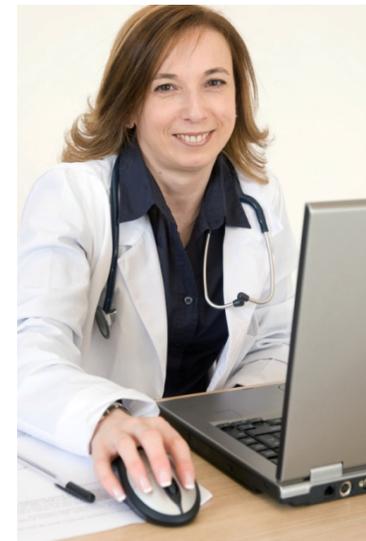
Focus: The Consumer

End Goal: A Healthier  
Georgia for all citizens



# Basic Health Information Technology Terms

- Electronic Health Record (EHR)
- Health Information Exchange (HIE)
- Security
- Privacy
- Accessibility



# Paper Records or Electronic Records?



# Consumers Prefer Electronic Health Records

55%	Prefer electronic records to paper
60%	Prefer storing their electronic records in a central location that allows sharing among authorized health care providers
43%	Would access their health records and information by computer, if available

Source: 2008 Health Confidence Survey of the Employee Benefit Research Institute.

# What's in an Electronic Health Record?

Patient Contact
Medical History
Medications
Laboratory Test Results
Allergy Lists
Billing Records
Other?



# Frequently Asked Questions (FAQs)

How will having my health information on computer (rather than on paper) benefit me?

## Advantages of Electronic Health Records

- Stronger privacy and security of information (access control)
- Quicker access to accurate and complete medical history data by patient and health care professional
- Increased quality of care—notes about care are easier to read and reduce risk of errors
- Efficient use of physical space – elimination of paper records and charts
- Reduction in duplication of lab tests, imaging, and other services
- Improved emergency backup and recovery

## Better Care – Cost Savings

- 1 in 7 hospitalizations are due to unavailable medical records (estimate)
- 1 in 5 lab tests repeated due to unavailable results at the point of care
- 6 percent per year improvement in efficiency (estimate) due to electronic health records
- Monthly cost of electronic health record offset by cost of only a few unnecessary tests or hospital admissions

*\* Sources: Health Econ Policy Law Journal  
Ash Institute for Democratic Governance*

# Emergency Backup and Recovery



Paper Records versus Computer Records

## Frequently Asked Questions (FAQs) about Electronic Health Information

Is it **Secure**?

Is it **Private**?



Is it **Accessible**?

## FAQs about My Electronic Health Information

- What safeguards are in place to protect the security and privacy of my electronic health record?
- Will I be able to access my electronic health record?
- Will I be able to control what goes into my electronic health record?
- Will I be able to control access by others to my electronic health record?

# FAQs about My Electronic Health Information

Secure. Private. Accessible.

What can I do if the security and privacy of my electronic health record is violated (breached)?



# Privacy and Security: It's the Law

**Federal Laws**



**State Laws**

# HIPAA Enforcement



## Privacy Rights Violations

1. Contact the Privacy Officer of the provider where you believe the violation occurred to try to resolve your concern.
2. If unable to resolve concern locally, file a formal complaint directly to the organization, health plan, or Department of Health and Human Services' [Office for Civil Rights](http://www.hhs.gov/ocr/privacy/index.html). Website at <http://www.hhs.gov/ocr/privacy/index.html>

# Privacy Rights Violations

Complaints to the Office for Civil Rights must:

1. Be filed in writing, either on paper or electronically, within 180 days of your knowledge of the act or omission.

(Violations must have occurred on or after April 14, 2003, for the OCR to investigate.)

2. Name the provider or person whom you believe violated or failed to protect the privacy of your health information.
3. Describe what occurred, as far as you know the facts.

# Privacy Rights Penalties

Criminal and civil for:

- Failure to comply with HIPAA requirements
- Knowingly or wrongfully disclosing or receiving individually identifiable health information
- Obtaining information under false pretenses
- Obtaining information with the intent to:
  - Sell or transfer it
  - Use it for commercial advantage
  - Use it for personal gain
  - Use it for malicious harm

## Local Electronic Health Records Projects

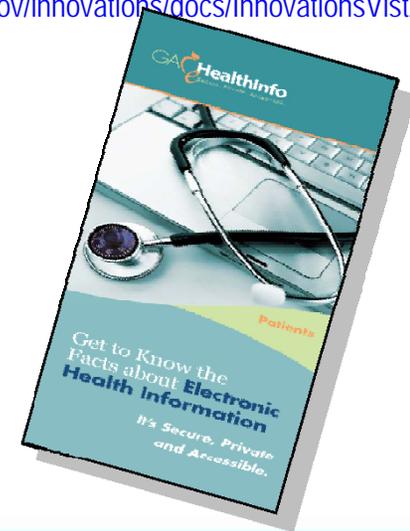
- **Electronic Health Records Community: Connecting to Better Health Care**  
Georgia was selected as an EHR Demonstration site by the U.S. Department of Health and Human Services. Starting in June 2009, small physician practices throughout the state will be recruited to participate in this Demonstration.
- **Health Information Exchange Pilot Program**  
Health grants to organizations across Georgia to implement EHRs and HIEs

## Consumers Make The Difference

- Ask questions
- Make your concerns known
- Know the laws (federal and state)
- Continue your education

## For Further Information...

- Link to OHITT Transparency website
- Link to HISPC/CEE materials
- Evans DC, Nichol WP, Perlin JB (April 2006). "Effect of the implementation of an enterprise-wide Electronic Health Record on productivity in the Veterans Health Administration". *Health Econ Policy Law* 1 (Pt 2): 163–9. doi:10.1017/S1744133105001210. PMID 18634688, <http://journals.cambridge.org/action/displayAbstract?jsessionid=7C274D08947B0625B3B540BEF2E70367.tomcat1?fromPage=online&aid=416400>.
- "[VistA: Winner of the 2006 Innovations in American Government Award](#)" (PDF). The Ash Institute for Democratic Governance and Innovation at Harvard University's John F. Kennedy School of Government (<http://www.innovations.va.gov/innovations/docs/InnovationsVistaInfoPackage.pdf>)



## Session Evaluation

- Let us hear from you regarding the session.
- Take a few minutes to complete the evaluation and turn it in as you leave.
- Your comments will be used in making the session better.