CyncHealth

CyncHealth Patient Information Guide

What an HDU is, how it works, and how it helps improve the care you receive

What is a Health Data Utility?

Health data utilities (HDUs) provide the capability to electronically move clinical information among different health care information systems and maintain the meaning of the information being exchanged. The goal of HDUs is to facilitate access to and retrieval of clinical data to provide safe, more timely, efficient, effective, equitable, patient-centered care. HDUs are also used by public health authorities to assist in analyzing the health of populations.

How Sharing Health Information Can Improve Patient Care

Health care providers need your health information to deliver high quality care. Each of your providers may have different portions of your medical record. If they can access each other's records and see more complete health information, they can provide you with better care. Sharing your health information can also help reduce your costs by eliminating unnecessary duplication of tests and procedures.

How Information is Shared & Who Has Access

Health care providers have always shared health records. In the recent past, faxes and postal mail were the most popular methods of sharing, and sharing was usually done on a case-by-case basis.

HDUs like CyncHealth allow health care providers to share the health records of all their patients through secure electronic networks to ensure privacy.

CyncHealth automates the process of locating and sharing health information, making it more efficient for you and your provider. It also allows one participant (i.e. a doctor) to locate records from another participant (i.e. a hospital) in a matter of minutes or seconds. This can be critical, and even lifesaving in an emergency.

Participating providers (i.e. doctors, hospitals, and pharmacies), health insurers, and community public health agencies will have access to your health information for treatment, payment, and operations (i.e. public health reporting) purposes on a need-to-know basis. CyncHealth will also have access to provide support, and medical researchers may have access to certain de-identified health information.

Types of Information Shared & Protecting Your Privacy

CyncHealth follows all federal and state privacy laws in the reporting of availability of data. Patient data shared may include medication and immunization history, lab and x-ray results, transcribed diagnostic and treatment records, allergies, drug reactions, and other transcribed clinical reports.

CyncHealth, participating providers, and health insurers use a combination of safeguards to protect your health information.

Privacy and security safeguards include encryption, password protection, and the ability to track every viewer's usage of the system. Administrative safeguards include written policies controlling access to information through CyncHealth.

All participating providers and health insurers must agree to follow these policies, in addition to being regulated by federal and state privacy laws. They must also have their own policies and other safeguards in place, including policies to train their staff and limit access to those with a need to know the information.

You can learn more about how your privacy is protected by visiting cynchealth.org.

Your regional health data utility

cynchealth.org

You're in Control of Your Data

In Nebraska, all hospitals and health systems, along with the majority of other care sites throughout the state, share data with CyncHealth. The health data shared with CyncHealth improves communication among your providers by ensuring care teams have the correct and most up-to-date information at the point of care. The more information your provider has about you, the more effectively they can provide care — resulting in smooth exchanges of information that promote a seamless and cost-effective patient experience.

In Nebraska, your health information is automatically shared with the repository. While your participation and information sharing are greatly encouraged, you are in control and may opt out anytime.

If you do not wish to share your health records with your care providers, you can initiatte opt out by:

- Going to www.cynchealth.org and downloading, completing and returning a notarized copy of the form under the Opt-in/Opt-Out tab

Opting out will remove your information from viewing in the health information exchange by providers except for your name, address, and opt-out status. It will not affect what your doctors have access to in their own electronic medical records, and it is not a condition to receive care. It also won't affect sharing of health information via fax, phone, or other means between your providers, health insurers, or public health agencies. It may, however, affect the comprehensiveness of information your provider has available to provide you care effectively.

You can opt back in at any time by downloading, completing and returning a notarized copy of the form under the Opt-in/Opt-Out tab. However, if you've opted out, there may be gaps in your longitudinal record even when you opt back in.

About CyncHealth

CyncHealth was founded by Nebraska health care providers and insurance organizations to serve as Nebraska's health information exchange (HIE). Through the HIE, participating providers and health insurers can see certain health, demographic, and payment information (your health information) in each other's record systems for the purposes of treatment, payment, and care coordination, regardless of where you receive care.

In addition to serving as the state's HIE, CyncHealth also partners with the Nebraska Department of Health and Human Services to administer the Prescription Drug Monitoring Program (PDMP). The PDMP provides a comprehensive query-based medication history of all dispensed prescriptions in Nebraska and mail-order pharmacies dispensing prescriptions to Nebraska zip codes.

CyncHealth recognizes that where we live, work, play, and pray can significantly impact health outcomes, often referred to as social determinants of health. CyncHealth is building a community-based organization and social care technology ecosystem that will supplement the longitudinal health record by adding social and community data to the patient record through an interoperability approach to the technology and data. We offer a social care referral platform for care coordination and assisting providers with over 400 community-based organizations (CBOs) across the state to provide Nebraskans with access services to food insecurity, housing, transportation, utility assistance and more.

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Note: CyncHealth and the participating providers and health insurers have the right to change policies and the information in this brochure over time. Visit cynchealth.org for the most current version and information.