

HIPAA HIGHLIGHTS

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Care Everywhere Authorization Requests

When attempting to access external records of URMIC patients, sometimes a prompt will appear in Epic that patient authorization is required. This article will explain how to handle these authorization requests.

Care Everywhere allows URMIC Epic users to access progress notes, external lab reports, imaging reports and treatment summaries of providers in other healthcare organizations that use Epic or another records management system. Each organization decides whether to require patient authorization before allowing access to its records. URMIC for the most part does not require authorization; instead URMIC provides upfront notice in the Notice of Privacy Practices that we may access external records for treatment purposes. Other organizations, such as Rochester Regional Health, may require patient authorization for certain types of records.

Examples from Epic:

This screenshot shows the "Existing and Pending Links" section in Epic. It features a table with columns for "Organization", "Authorization Status", and "Language". One entry is for "My Health System" with a "Required" status and "English" language. To the right of this entry are buttons for "Print", "MyChart", "Signed", and "Declined". Below the table, a "Next Step" box instructs the user to "Print the authorization forms or have the patient e-sign the authorization forms."

This screenshot shows the "Request Outside Records" section in Epic. It features a table with columns for "Organization" and "Authorization Status". One entry is for "UR Medicine - POC" with a "Not needed" status. Below the table, a "Next Step" box instructs the user to "View Outside Chart". The "Care Everywhere" logo is visible in the bottom left corner.

For organizations that require authorization, the user needs to click the print button, print the organization's authorization form, have the patient sign it, and send it to Health Information Management (HIM) for scanning and upload to the Media portion of the patient's record. (Users should follow their department's HIM procedures). Once the patient has signed the form, the user can access the external record via Epic; it is not necessary to wait until the document is scanned and uploaded to Epic.

For questions about this or other features of Care Everywhere, please contact the ISD Help Desk and request a ticket with the Care Everywhere team.

Your [Privacy Officer](#) and [HIPAA Security Official](#) are available to answer questions about HIPAA, or you may refer to [URMC's HIPAA Intranet site](#).