

Information Blocking Update for Linden Oaks Behavioral Health Inpatient and PHP/IOP

Immediate Release of Lab Results and Notes

Background: On October 26, 2020 Linden Oaks Medical Group went live with the immediate release of provider (Linden Oaks Medical Group) daily progress notes to patients via their electronic health record. This move was in preparation for the November 2, 2020 go-live of the Information Blocking statute within the 21st Century Cures Act.

On October 29, the November 2 Final Rule Information Blocking penalty period deadline was moved to April 5, 2021 by the Office of the National Coordinator (ONC). Because the penalty period deadline was extended, we decided to spend time fully understanding the needs of Linden Oaks Hospital and how the information blocking rules applied to our patient population.

In order to comply with the new April 5 deadline, the following changes will go into effect for Linden Oaks Behavioral Health Inpatient and for PHP/IOP at midnight March 22, 2021.

Sharing of notes in MyChart will occur by default to comply with Information Blocking requirements.

Permanent Note Blocking:

There are two reasons for permanently blocking a note from MyChart and they should be evaluated on a note by note basis: Preventing Harm Exception and Privacy Exception.

- ▶ Note sharing is restricted by the provider because there is a reasonable belief that the practice will substantially reduce a risk of physical harm or threat to life.
- ▶ The patient has requested privacy and doesn't want to see (or have their proxy see) this specific note in MyChart.

Temporary Note Cloaking at Linden Oaks:

- ▶ The patient (subject) requests that a proxy (person given access) not view their Linden Oaks Behavioral Health notes. This could apply to an adult who has been given proxy access to a child or significant other's MyChart, or a teenager that has a parent or guardian with proxy access to their MyChart. The FYI flag should be used as an exception and not the rule.
- ▶ In some instances an FYI flag (A Patient Privacy Exception) will be used to cloak the notes in MyChart until the patient requests electronic access again. Once the FYI flag is removed any notes not permanently blocked will be visible in MyChart.

Please note: a patient can have an FYI flag on their chart for note cloaking and also have a note permanently blocked for the concerns listed above.

Lab Results

Lab Results are currently immediately released once resulted to patients and/or their proxy for LOMG and IOP/PHP. On March 6 Linden Oaks Hospital will also begin immediately releasing lab results to MyChart. There are some circumstances where delaying the release of a certain lab result will be necessary. At time of order entry, you must choose to delay the lab result release and you will be prompted to document a reason for information blocking. If the provider wishes to prevent it from going to MyChart they will need to manually prevent the auto release of the lab result.

Thank you to everyone who has examined their workflow process to ensure that Edward-Elmhurst Health can abide by these new government regulations while providing safe, seamless and personal care our patients. With over 75% of our patients currently active in MyChart, this is a huge patient satisfier. MyChart progress notes and test result release gives patients more control and helps them become more actively engaged in their care.