

Information Sharing: 21st Century Cures Act and Information Blocking Patient-Facing FAQ

1. What is this all about?

The Information Blocking Rule is a rule within the 21st Century Cures Act that was voted into law by the US Congress in December 2016 and goes into effect November 2020. The rule mandates patients have access to their clinical information in an easy, portable, and inexpensive way. As part of our compliance with the rule, starting on November 16, 2020, BMC will be releasing notes and results without a time delay to the patient portal, MyChart. Since 1970, patients have had the right to request and view their medical record; the Information Blocking Rule ensures that patients also have electronic access to their clinical information. You and anyone you've given MyChart access to will be able to see these notes and test results.

Please note that you have the right to request that certain information is not released to MyChart. Speak to your care team to make this request.

2. Why does my doctor write notes?

Doctors, nurses, social workers, pharmacists and others write notes to document your health concerns and your plan of care. These notes help members of your care team understand your history, track your progress, and make decisions about next steps in your care.

3. What will I see in my chart?

- A summary of what you told the doctor or nurse, also called a history
- Findings from an exam, such as your blood pressure, weight, or how your lungs sounded
- Lab, radiology (for example, MRI, X-ray, ultrasound, CT scan, etc.), pathology, or other reports or test results
- Your doctor's assessment or diagnosis of any medical conditions or symptoms, also called assessment or impressions
 - For a list of common health topics, visit:
<https://medlineplus.gov/healthtopics.html>
- The treatment plan recommended by your doctor and discussed with you
- Next steps, including upcoming tests, follow up appointments, or referrals.
- Common abbreviations: <https://medlineplus.gov/appendixb.html>

4. What are the benefits of reading my notes?

Patients who read their notes report that they:

- Have a better understanding of their health and medical conditions
- Can better recall and follow their care plan

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- Feel more in control of their health
- Take better care of themselves
- Do a better job taking their medications as prescribed
- Can identify mistakes in the record
- Feel comfortable sharing notes with care partners and others involved in their care (for example, family members)
- Can communicate more clearly, helping to strengthen the partnership between themselves and their health care team

<https://www.opennotes.org/tools-resources/for-patients/patient-faqs/>

5. Who should I contact if I see something wrong in my chart?

- Review your medical documentation closely to make sure that information is accurate and up to date.
- If it's a serious issue, like a mistake that could affect your care immediately, contact your care team who wrote the note and tell them about your concern. You can also request a Medical Record Amendment through our office of Medical Records: <https://bmc.org/privacy>.
 - A Medical Record Amendment is: A change, edit or update of medical record information requested by the patient when they feel the information documented is incorrect.
- If information in your medical record is out of date, such as:
 - A medication you are no longer on or
 - A condition you no longer have or has been resolved
- Then contact the office of your primary care physician or the provider who documented this information in your chart to reconcile the information.
- For all other changes, edits, or updates of your medical record information, please fill out a Medical Record Amendment Request. This can be found on our Privacy Office website <https://bmc.org/privacy>, to include instructions on where to send your request and expectations on follow up.

6. What should I do if I want to share this information with a family member or another hospital or doctor?

- We encourage all patients to use our electronic patient portal called MyChart. If you want a family member or caregiver to be able to see your records, you can give them permission. This is called proxy access. You can give others proxy access to MyChart by speaking with your health care provider.
- In MyChart you are able to (see screenshot below):
 - Grant one time access to someone to view your chart through MyChart.
 - Allow other hospitals and doctors access to your BMC information.

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- See what devices you have set up to access your MyChart account and see what applications you have given permission to access data.

The screenshot shows a user interface titled "How do you want to share your information?". Below the title is a subtitle: "There are many ways to let other people have access to your health information. Let us help you find what you need." The interface is divided into three main sections, each with an icon and a list of options:

- Share with People:** Includes "Friends and family access" (Control who can view your information, and whose information you can view.) and "Download or send your record" (Download information about your visits or send it to someone else.).
- Connect with Hospitals and Doctors:** Includes "Give one-time access with Share Everywhere" (Share your information with just about anyone, like a social worker or a school nurse.) and "Allow other organizations to access your information" (Give permission for a different healthcare organization to see your information.).
- View Device Connections:** Includes "Review which devices or apps can see your information" (Review or remove mobile phones and other apps that have access to your information.).

7. I had a visit with my provider. Where is my note?

- The note may not be ready. After the note is written and approved electronically, it will become available.
- The note may have been written before BMC started sharing notes. If that is the case, clinical notes written prior to November 2, 2020 can be requested through MyChart.
- The care provider(s) may have chosen not to share this particular note. To learn more about why your provider may not have shared this note, talk with the doctor or nurse on your care team.
- If you have questions, please contact your care team.

8. I had a test done. Where is my test result?

- The result may not be ready.
- The care provider(s) may have chosen not to share this particular test result. To learn more about why your provider may not have shared this test result, talk with the doctor or nurse on your care team.

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- If you have questions, please contact your care team.

9. Who has access to my records? Are they private?

Only you and the members of your care team have access to your records, unless you give someone else access. If you want a family member or caregiver to be able to see your records, you can give them permission. This is called proxy access. You can give others proxy access to MyChart, our patient portal, by speaking with your health care provider. Someone with proxy access (except adolescent proxies) can see everything in your MyChart records.

10. There is information about symptoms or family history that I forgot to share during my visit. How can I update my record?

- If it's a serious issue, like a potential mistake that could affect your care immediately, contact the office of the health care professional who wrote the note and tell them about your concern.
- For other issues, be sure to write down the correction and bring it to your team's attention so your records can be updated.

11. How do I get a copy of my record?

We encourage all patients to use our electronic patient portal called MyChart. By using MyChart, you will have access to your clinical notes, test results, appointment reminders and much more. Clinical notes prior to November 2, 2020 can be requested through MyChart.

To request a paper copy of your records, please visit <https://www.bmc.org/services/medical-records> and complete the required Medical Records Authorization form.

12. I don't understand what was written in my note/test results. What do I do now?

If you have questions about what you see in your note/test results, speak to a member of your care team.