

PATIENT FACT SHEET ABOUT HEALTH INFORMATION EXCHANGES

Patient Name: _____

DOB: _____

What is Health Information Exchange (HIE) and why is it important?

Conviva participates in the exchange of electronic health information with other health care providers through HIEs. This technology allows patients' health information, including medical history, diagnosis, treatment, medications, and test results, to be available and viewed electronically by your doctor and medical team members. HIEs are designed to provide quick access to medical records to make treatment more effective and efficient.

How will patients' health information be used and who can access it?

Conviva participates in several HIEs. Patients' health information will be accessible to other health care providers that participate in the HIEs that are involved in the patient's care. Such providers will have access to patients' health information, and it can only be used for treatment, payment and health care operations.

Is patients' electronically shared health information kept safe and private?

Protecting patient information is an integral part of how Conviva conducts business. The Health Insurance Portability and Accountability Act of 1996 (HIPAA) Privacy, Security and Breach Notification Rules are the main federal laws that protect your health information. States may also have laws that are more restrictive than federal law. Conviva follows all state and federal privacy and security laws to protect and secure patient health information.

What are patients' options regarding HIEs?

Patients have the right to decide whether providers can access their health information via an HIE. If patients do not want their health information shared through an HIE, they may complete the Patient HIE Opt-Out Request Form. This form is available at each Conviva location. Conviva will honor a patient's request to opt-out of HIEs, except in emergencies when necessary to properly treat the patient and when otherwise required by law. It is important to note that a patient's request to opt out of HIEs may result in healthcare providers not having access to needed information to provide appropriate care.

Signature

Date

Relationship to Patient:

If signed by a person other than yourself, please check the relationship and provide proof of authority.

☐ Self

☐ Legal Representative

☐ Other (please specify) _____

**Name of Interpreter/Translator

Telephone

***If a translator/interpreter was required.*

OFFICE USE ONLY

Office Personnel Name (Print)

Signature

Date

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Conviva it is important you are treated fairly.

Conviva does not discriminate or exclude people because of their race, color, national origin, age, disability, sex, sexual orientation, gender, gender identity, ancestry, marital status or religion. Discrimination is against the law. Conviva complies with applicable Federal Civil Rights laws. If you believe that you have been discriminated against by Conviva, there are ways to get help.

- You may file a complaint, also known as a grievance:

Discrimination Grievances, P.O. Box 14618, Lexington, KY 40512-4618

If you need help filing a grievance, call 1-877-320-2188 or if you use a TTY, call 711.

- You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through their Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or at U.S. Department of Health and Human Services, 200 Independence Avenue, SW, Room 509F, HHH Building, Washington, DC 20201,

1-800-368-1019, 800-537-7697 (TDD). Complaint forms are available at <https://www.hhs.gov/ocr/office/file/index.html>.

- California residents: You may also call California Department of Insurance toll-free hotline number:

1-800-927-HELP (4357), to file a grievance.

Auxiliary aids and services, free of charge, are available to you. 1-877-320-2188 (TTY : 711) Conviva provides free auxiliary aids and services, such as qualified sign language interpreters, video remote interpretation, and written information in other formats to people with disabilities when such auxiliary aids and

services are necessary to ensure an equal opportunity to participate.