

LOUISIANA HEALTH CARE QUALITY FORUM

POLICY: Authorized Users Information and Types	EFFECTIVE: 10-01-2011
DEPARTMENT: LaHIE	REVISED:

PURPOSE

To outline the process used to designate the authorized users of LaHIE information and types of information that can be accessed.

A. Authorized Users

1. Participants are responsible for designating the “Authorized Users” within their organizations who will use the Exchange, including but not limited to employees and medical staff members.
2. Each Participant must designate the Privacy and/or Security Administrator and provide that persons’ contact information to LaHIE.
3. The Security Administrator is responsible for identifying Authorized Users, assigning the appropriate security level for each Authorized User and obtaining organizational approval of proposed Authorized Users.
4. Each Participant and LaHIE shall have an authorization process in place to ensure users have access to only those applications and the protected health information that they are allowed to use or review.
5. LaHIE will accept requests for user IDs and passwords only from an organization’s designated Security Administrator or personnel.
6. LHCQF may designate staff or support personnel as “Authorized Users” who will use LaHIE for maintenance, testing, training, and/or operations of LaHIE.
 - i. LHCQF will be responsible for assigning the user IDs and passwords and assigning the appropriate security level for each LHCQF Authorized User and obtaining organizational approval for proposed Authorized Users, i.e. Director of Health IT approval.

B. Required Information for Authorized Users

1. Access to the Exchange shall be based on the functional needs and job roles of each Authorized User.
2. Only the minimum access privileges necessary to perform a given job function should be requested by the Participant’s Security Administrator, and only those will be granted by LaHIE.
3. The information required for each user access request includes:
 - i. First Name
 - ii. Last Name
 - iii. Title
 - iv. Password

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- v. Company Name
 - vi. Job Category
 - vii. Office Phone
 - viii. Office Fax
 - ix. Office address
4. The following are only applicable to provider user requests:
- i. Cell phone
 - ii. Pager
 - iii. NPI (National Provider Identifier)
 - iv. Specialty
 - v. DEA Number

C. Authorized User Types

1. Authorized Users are granted access to LaHIE functions based on their job category.
2. Participants shall limit Authorized User access to the minimum necessary required by the Authorized User's job category.
3. A Participant may define Authorized User job categories and access rights in accordance with the Participant's specific organizational needs and structure.
4. LaHIE reserves the right to review and approve the Participant-defined job categories and access rights.
5. To assist Participants in developing Authorized User job categories and access rights, LaHIE provides the following, non-exclusive recommendations:
 - i. *MD, DO, DDS, DPM, Resident and Nurse Practitioner*: Write and sign prescriptions. Access, review and edit patient clinical data.
 - ii. *Licensed Health Professional (PAs)*: Write and sign prescriptions for supervising MD's review. Access and review patient clinical data.
 - iii. *Staff 1*: Medical support of clinical staff members who need to draft prescriptions and/or access patient clinical data, after the patient record has been accessed in the clinical workgroup.
 - iv. *Staff 2*: Registration staff who have access only to demographic and health insurance eligibility information.
 - v. *Lab/Radiology Staff*: Lab and radiology technicians or support staff who will access patient demographics and clinical data for electronic ordering.
 - vi. *HIM Staff*: HIM professional or support staff will have full viewing right to demographic information and patient clinical data.
 - vii. *Designated Security Administrator*: Designated Security Administrator will have rights for identifying users, assigning the appropriate security level for each user and obtaining organizational approval of those users.
6. An Authorized User of LaHIE will be assigned a unique User ID, password and/or other security measures associated with and based on the specific user's role and job category. The users ID and passwords may not be shared with others.
7. The Authorized User's right to access clinical data through LaHIE will be terminated upon termination of the Authorized User's employment or relationship with the

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Participant or upon any violation by the Authorized User of the Participation Agreement or the provisions of the Participant's Privacy and Security Policies or LaHIE's Policy Manual.

8. An Authorized Users' viewing rights will be defined by the Participants and defined by their role with the Participant. These may include:
 - i. Clinician with full viewing rights
 - ii. Other personnel with full viewing rights (to include only such individuals with need and reason to access clinical data who are authorized to access clinical data under applicable laws and regulations)
 - iii. Other personnel with limited viewing rights: these individuals will have access to only patient search and Participant's status screens in LaHIE.

D. **Breaking the Glass:**

1. Only an Authorized User who is treating the patient may Break the Glass, i.e. access all of that patient's Confidential Health Information notwithstanding the absence of a Patient Choice Election Form or Patient Authorization Record permitting such access, if consent by or on behalf of the patient is not reasonably possible, and in the professional judgment of the Authorized User, access to such Confidential Health Information is necessary to ensure optimal Treatment of the patient. Notwithstanding the foregoing, an Authorized User may not access such information if the Patient Choice Election Form or Patient Authorization Record indicates that the patient elected not to participate in LaHIE.
2. Each time an Authorized User seeks access to a patient's Confidential Health Information under the circumstances detailed in the preceding paragraph, the Authorized User will be asked to certify that obtaining consent by or on behalf of the patient is not reasonably possible, and that, in the professional judgment of the Authorized User, access to such Confidential Health Information is necessary to ensure optimal Treatment of the patient. Authorized Users will not be permitted to access any Confidential Health Information without providing this certification.
3. Any access by an Authorized User to Confidential Health Information will be subject to an audit trail function that allows tracking and auditing of such access.

E. Sensitive patient health information, (e.g. HIV/AIDS, sexually transmitted diseases, substance abuse, mental health conditions), is restricted from access for most purposes. This information can only be accessed with patient's consent and under an "opening the privacy seal" access process and only by a clinician.

F. **Termination of Access:**

1. An Authorized Users' access shall cease upon termination of that Authorized User by Participant.
2. Any Authorized Users failing to act in accordance with the Participation Agreement or LHCQF's policy manual will be disciplined.
 - i. Participant's Authorized Users may have their access temporarily disabled;
 - ii. Participant will be notified immediately of the concern or unauthorized access;
 - iii. LHCQF will coordinate solution with Participant to mutual agreement.

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3. Designated LHCQF staff's access will be terminated upon termination of employment. In addition, staff's access will be temporarily disabled in accordance with LHCQF policies and the employee will be disciplined in accordance with LHCQF policies and procedures. Such disciplinary action may include termination.

For access descriptions, processes for "opening the privacy seal", and list of reasons for "breaking the glass", see *Users Permission Policy*.

APPROVAL:

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