

LOUISIANA HEALTH CARE QUALITY FORUM

POLICY: User Permissions Policy	EFFECTIVE: 10-01-2011
DEPARTMENT: LaHIE	REVISED:

PURPOSE

Patient privacy policies have been enabled by the Orion Health platform to control access to patients protected health information. This access is based on the following:

- The user's relationship with the patient
- The patient's opt-in status

PROCESS

1. Access descriptions:

- No Access – the patient's name will not be visible to the user in a work list or list of search results.
- Locked – the patient's name (demographic information) will be visible in a list of search results, but cannot be selected.
- Privacy sealed – the patient's name will be visible and can be selected, but a reason for access will be required before the patient can be placed in context and their medical details viewed.
- Full Access – clinical users have unrestricted access to clinical data/documents in the patient's medical record as they have a valid relationship with the patient and the patient has "opted-in", i.e. chosen to have their information available in the HIE.

2. Providing an access reason is referred to as "Opening the privacy seal".

- Once this has been done, the user will be able to access that patient's record for a limited period of time without having to reapply the reason.
- This time is configurable (as a single global variable for the whole solution) and the default is 12 hours. If the clinical user ends his/her Portal session, all open privacy seal access is ended and he or she will need to re-supply the reason for viewing the restricted information.
- List of reasons for when the user "breaks the glass" and a comment field for free text for each.

3. List of reasons for when the user 'breaks the glass':

- Direct patient care - clinician or primary care provider
- Direct patient care – consultant
- Direct patient care – emergency
- Direct patient care-clinician requested

4. Provider-patient relationships are established via HL7 ADT messages from the participants EHR/registration systems. These include admitting physician, attending physician, primary care physician, referring physician.

LOUISIANA HEALTH CARE QUALITY FORUM

5. Data access rules:

- Sensitive patient information is applied based on specific blocked codes. This applies to:
 - Lab/Micro results (LOINC)
 - Medications (RxNorm)
 - Problems (ICD-9-CM)
 - Encounters (Diagnosis ICD-9-CM Code)
 - Procedures (CPT codes)
- The rules around who can see sensitive data:
 - Level 1 Provider – Privacy Sealed Access only
 - All other users – No access.

6. 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.

APPROVAL:

Cindy Munn

Executive Director

Louisiana Health Care Quality Forum