

# FAQ

## FREQUENTLY ASKED QUESTIONS

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### **What is CaIMHSA Connex?**

CaIMHSA Connex is a Health Information Exchange, or HIE. Data exchange has always existed with health care providers. When a person is referred to a specialist by their primary care provider, the receiving provider requests a treatment history to assist with determining the best route of care. In the past, this was done via fax or traditional mail delivery. An HIE provides a way of sharing health information between participating doctors' offices, hospitals, labs, radiology centers, behavioral health professionals and other health care providers through secure and efficient electronic means. The purpose is for each participating health care provider to benefit from the most recent information available from other participating providers.

### **What is in my CaIMHSA Connex HIE patient record?**

Your CaIMHSA Connex HIE patient record can include your medications, allergies, current and past test results, and summaries of your past and current health conditions. Having timely access to a more complete and accurate health record will help your health care providers work together more easily, make better decisions about your care, eliminate redundant forms, and reduce mistakes, especially in an emergency.

### **Who can see my records?**

For the purposes of treatment, payment, or operations, only health care providers who are treating you and their authorized staff who are specifically given rights to the HIE network can access your records through CaIMHSA Connex. For example, if one of your providers participates in an HIE, or a connected network, they can access your health information maintained by your other providers who also share data electronically via an HIE.

### **How is my health information protected?**

CaIMHSA Connex, along with your health care provider, is committed to keeping your records private and secure. Clear and strict federal and state guidelines govern how your health information can be exchanged, viewed, or used. Information that identifies you will not be sold or made available for other purposes. Only those who care for you will be able to view your health information, and only when needed to provide or coordinate your care, make referrals, submit mandatory public health reports, or provide health care benefits to you.

### **What can the CalMHSA Connex HIE do for me?**

If you see multiple doctors who participate in the CalMHSA Connex HIE, they may see a more complete picture of your health and be able to make more informed treatment decisions. The goal is for you to receive coordinated care more efficiently. Your health care information is available to participating health care providers where and when they need it without delay.

### **Are there risks to opting out?**

Yes, the goal of the CalMHSA Connex HIE is to provide all your health care providers secure access to the best available information about your health. If you opt out of health information exchange, your providers may have less information about you when making a diagnosis or when making decisions with you about your care.

### **I'm okay with my data being shared. What do I need to do?**

No action is needed on the part of the client/patient. Since your health care provider participates in health information exchange, we will ensure that your HIE health record is only shared for appropriate reasons and is protected in accordance with federal and state guidelines.



### **I don't want to participate. How can I opt out?**

To opt out, you may request that your treating provider or their staff submit the request on your behalf, or you may also contact CalMHSA Connex directly by e-mailing us at [OptOut@calmhsa.org](mailto:OptOut@calmhsa.org).

*NOTE: If reaching out to CalMHSA directly, we require submission of a copy of valid identification along with the Opt Out request form. The address on your identification must match the address listed on the HIE record. Additional information may be needed for authorized individuals requesting to opt out on behalf of another person.*

Your choice to opt-out of the Health Information Exchange will not affect your ability to access medical care. Opting out will not prevent your health care providers from sharing your health information with authorized entities when necessary for public health or research purposes that are permitted or required by federal and state law. In cases of medical emergency, your doctor may request to view your health record to diagnose or treat your emergency medical condition.