

## What you should know...

### What role does Health Insurance Portability and Accountability Act (HIPAA) play?

All HIPAA rules must be followed. The United States Department of Health and Human Services established the HIPAA Privacy Rules in December 2000, which then became effective on April 14, 2003. The Privacy Rules provide for the protection and privacy of individually identifiable health information and guard against misuse of such information.

The Privacy Rules establish authorization requirements, administrative requirements, and individual rights concerning the use and disclosure of Protected Health Information. The rules also establish penalties for the misuse or disclosure of protected health information.

The Arizona Medical Information Exchange also has additional protection mechanisms and many policies in place to ensure that your rights and privacy are protected.

### How can I report suspected misuse to the Arizona Medical Information Exchange?

The AHCCCS Administration has designated the Assistant Director of the Office of Legal Assistance (OALS) as the Agency's Privacy Officer. Questions, concerns, and complaints regarding HIPAA Privacy matters can be directed to OALS at the following address:

AHCCCS Administration  
Attention: Privacy Officer  
701 E. Jefferson, MD 6200  
Phoenix, AZ 85034  
or by email at:

[AHCCCSHIPAAPrivacy@azahcccs.gov](mailto:AHCCCSHIPAAPrivacy@azahcccs.gov)

Per Policy 507, the policy and procedure is set forth in AHCCCS Privacy and Security Policy Manual, Policy 315, the AHCCCS HIPAA Privacy Office is responsible for processing all HIPAA-related complaints received from AHCCCS members, providers or employees.

## Why now?

Secure electronic health information exchange initiatives have emerged as a solution to the challenges in accessing clinical information from various unconnected clinical databases. They allow healthcare providers to find the right information on the right patient at the right time. Health information exchange initiatives create a win-win strategy for patients and their physicians, working together in partnership to ensure a safer, more efficient and cost effective healthcare delivery environment.

## What do other people like you think about health information exchange?

Americans support the creation of a health information exchange initiative or network for doctors and patients. In fact, in a recent telephone survey more than 80 percent voiced strong and consistent support regardless of political affiliation, age, education or socioeconomic status (eHealth Initiative/POS, July, 2006) and said they believe an electronic exchange of health information would enhance quality and efficiency of healthcare.



Arizona Medical Information Exchange

For further information please visit us at:  
[www.azamie.com](http://www.azamie.com)

AMIE would like to thank  
eHealth Initiative for providing  
material for this brochure.



HIGHER QUALITY HEALTHCARE THROUGH  
TECHNOLOGY

- ⇒ **Allows your physician to access the right medical information at the right time.**
- ⇒ **Allows your physician to share health information so they can make educated decisions that impact your treatment.**
- ⇒ **Ensures that healthcare providers have the life-saving information they need in times of emergency.**
- ⇒ **Gives you the confidence that your medical history follows you when you travel to another state.**

# When it comes to your health, time matters...



## Why do we need health information exchange?

Health care records are gathered and stored in many different places—most often on paper and often with no backup copy. Even when information is stored in computers, it is often not connected to other computers, especially at other health care sites.

Doctors spend 20 to 30 percent of their time searching for information. Many times physicians don't find the information they need in the current paper-based patient record.

Extra costs occur when tests are ordered again because the original test results cannot be found. The lack of rapid access to patient health records is the source of thousands of medical errors each year.

## In an emergency

For urgent treatment, your vital health data will be available without delay to assist with your care. Emergency personnel will quickly know about:

- Allergies
- Medications
- Prior Medical Visits

## What you should know...

### What is a Health Information Exchange?

Health information exchange is a way to electronically move your personal health and medical information securely between your doctors, hospitals, and other health care providers when it is needed for your care. Your health information is protected and shared using the same medical privacy and confidentiality procedures. A secure electronic health information exchange insures that your health information is available when and where you need it.

### What information is being exchanged?

There are three types of information that will be shared in this process: Hospital Visits and Discharge Summaries, Laboratory Test results and Medication History.

### Who will be able to see my medical information on the Arizona Medical Information Exchange (AMIE)?

Only certain physicians and their clinical staff can see your information. These medical personnel staff must sign a contract guaranteeing that they will only look at your information if it is needed to help treat you. They may only see your information after logging on using their user id and a secure password. Except for those individuals who will be overseeing the exchange, your information will not be available to anyone other than your physicians or their clinical staff. It will **not** be available to your employer, insurance companies, researchers, or any other person.

### How will AMIE ensure that Authorized Users are not inappropriately using the Exchange?

Exchange users are positively identified and approved by AMIE employees before being given a username assigned only to them. The Exchange logs all access to the data by username, date, time, and other identifiers. These logs are reviewed to look for inappropriate or suspicious activity. There are strong policies and procedures in place to stop misuse that must be read and agreed to by all users.

### How do you know the information exchanged is trustworthy and not fraudulent?

The information on the Exchange is the same information a provider would obtain in paper form at the location in which you have chosen to receive care. AMIE acts as a way to view that same information at multiple locations vs. having to fax, mail, or call in your records. Remember, although AHCCCS may be the creator of the HIE, it does not access change, create, or store your medical information.

### Can I opt out of being included in the exchange?

You may ask your health care provider to not include your information in AMIE. Your provider has a process in place for this kind of request. Please contact your provider to discuss this. Only information submitted by our data partners is included in the Exchange. The information may only be used for treatment purposes, which is expressly allowed under HIPAA and Arizona law.

### What will occur if there is a Breach in my information?

All incidents (breaches, unintended disclosures) will be reported to AMIE. Procedures are in place that define the type of incidents that may happen and how they will be resolved. AMIE will investigate the incident/breach according to the AMIE Policy.

### Will I be able to view my information?

You will not have direct access to AMIE. The same information that your doctors or their clinical staff will view on the exchange is available at your physician's office or hospital in which you were seen. You simply need to ask for your medical records and follow the process for each individual office, hospital, or clinic.