

Your Health Information... Always at Your Doctor's Fingertips



The Healthcare Information Xchange of New York (Hixny, pronounced hix-knee) has created a secure, electronic service for exchanging health information among hospitals and doctors in Upstate New York. This service allows your doctor to view and share information like medication history and test results. Accurate, up-to-date information leads to fewer repeated tests, lowers risk of mistakes, easier second opinions and less chance of drug interactions.

WHY DOES MY DOCTOR NEED ONLINE ACCESS TO MY MEDICAL INFORMATION?

At a routine office visit, your doctor needs to have your current records. In a medical emergency, the doctors treating you may not have time to track down critical information that could affect your treatment – and you may not be able to provide it. Granting consent makes your information available online to the doctors who need it, it can literally save your life.

HOW DO DOCTORS GET MY INFORMATION NOW?

Your doctors rely on phone calls, faxes, mail and you to provide information they need. If you grant consent, your doctor will get much of your information from others who treat you, through a secure online service. Spending less time searching for information, doctors spend more time on patient care.

WILL MY MEDICAL INFORMATION BE SAFE? By law, Hixny uses the most advanced security to protect your privacy. Access to your information will be limited to doctors treating you. This service just makes it more efficient to get the information that is already being shared via telephone, faxes and mail.

WHAT IF I DON'T WANT SOME OF MY MEDICAL INFORMATION SHARED THROUGH HIXNY?

Hixny is not set up to exclude specific information, such as mental health information or sexually transmitted diseases. However, your information is kept private and secure. Only medical professionals who help provide your care can see your information.

WHAT SHOULD I DO IF I CHANGE MY MIND? If you change your mind, ask for another Hixny Consent Form to change your decision.

WHY CAN'T ALL OF MY CHILDREN PARTICIPATE IN HIXNY? New York State law allows certain minors to seek care for some conditions without parental knowledge or consent. Having their information accessible through Hixny could compromise the confidentiality protection guaranteed to them by those laws. For that reason, Hixny does not ask for consent for 10 to 18 year olds.

Frequently Asked Questions About the Patient Portal

WHAT IS A PATIENT PORTAL? A patient portal is a secure online website that gives you convenient, 24-hour access to your personal health information and medical records—called an Electronic Health Record or EHR—from anywhere through an Internet connection.

WHY IS USING A PATIENT PORTAL IMPORTANT?

Accessing your personal medical records through a patient portal can help you be more actively involved in your own health care. Accessing your family members' health information, with permission, can help you take care of them more easily. Also, patient portals offer self-service options that can eliminate phone tag with your doctor; sometimes even saving a trip to the doctor's office.

WHAT CAN I DO WITH MY PATIENT PORTAL? As of July 1, 2014, you can see the summary of your care if you were an inpatient at CVPH. If your primary care doctor sends information to Hixny, you will be able to see a summary of your visits to the doctor. This type of information might include any medical issues, medications, allergies and hospital discharge instructions.

In the future, as state law allows, you may be able to:

- View laboratory results and radiology reports
- Exchange secure e-mail with your health care team
- Request prescription refills
- Schedule non-urgent appointments

HOW DO I GET ACCESS TO A PATIENT PORTAL?

CVPH will enroll you during your stay at the hospital and provide you with the information you need to log on. When you get home you may visit **Patient.Hixny.com**, log into the portal and access your health information. If you have an email address, we recommend you update your account using your own email address.

WHAT AREA DOES HIXNY COVER? HIXNY includes 17 upstate counties: Albany, Clinton, Columbia, Essex, Franklin, Fulton, Greene, Hamilton, Montgomery, Otsego, Rensselaer, Saratoga, Schenectady, Schoharie, St. Lawrence, Warren and Washington.

HOW LONG DO I HAVE ACCESS TO THE PORTAL AFTER DISCHARGE? Once we enroll you, the activation code will be good for 30 days. After 30 days, the code is no longer valid and we would need to re-enroll you. However, your information will not be in the portal until 2 days after discharge. This can be done in person at our Patient Registration Department, either over the phone or in person:

Monday—Friday from 8:00 am- 4:30 pm

Phone: (518) 562-CARE (2273)

Your Health Information is Private, Secure and Protected

Patient portals have privacy and security safe guards in place to protect your health information.

- To make sure your private health information is safe from unauthorized access, the patient portal is hosted on a secure connection and accessed via an encrypted, password-protected logon.
- EHRs also have an “audit trail” feature that keeps a record of who accessed your information, what changes were made and when.
- Although patient portals use safeguards, there are other safety tips you should follow when accessing the patient portal. Always remember to protect your username and password from others and make sure to only log on to the patient portal from your personal or secure computer.



UVMHealth.org/CVPH