Appendix B: Data Sharing

Sharing Client Information

Providers have the option of sharing service and clinical data with other agencies that have a need to know specific information about clients they also serve. For example, case managers may view HAVEN service records for their clients; case managers may view lab values that have been entered by Part C providers to avoid having that information faxed; if one provider has new contact information for a client, the information will be updated for all other shared providers as well.

Data Note: *Providers only share information on clients they both serve. You will never see information from another provider on a client you don't also serve.*

Here is how you would share info with other providers, and vice versa:

- Discuss the data sharing with the client;
- Get the client to sign a release of information;
- Post a request to the other provider to share data (instructions below); and
- Accept the other provider's request to share data.

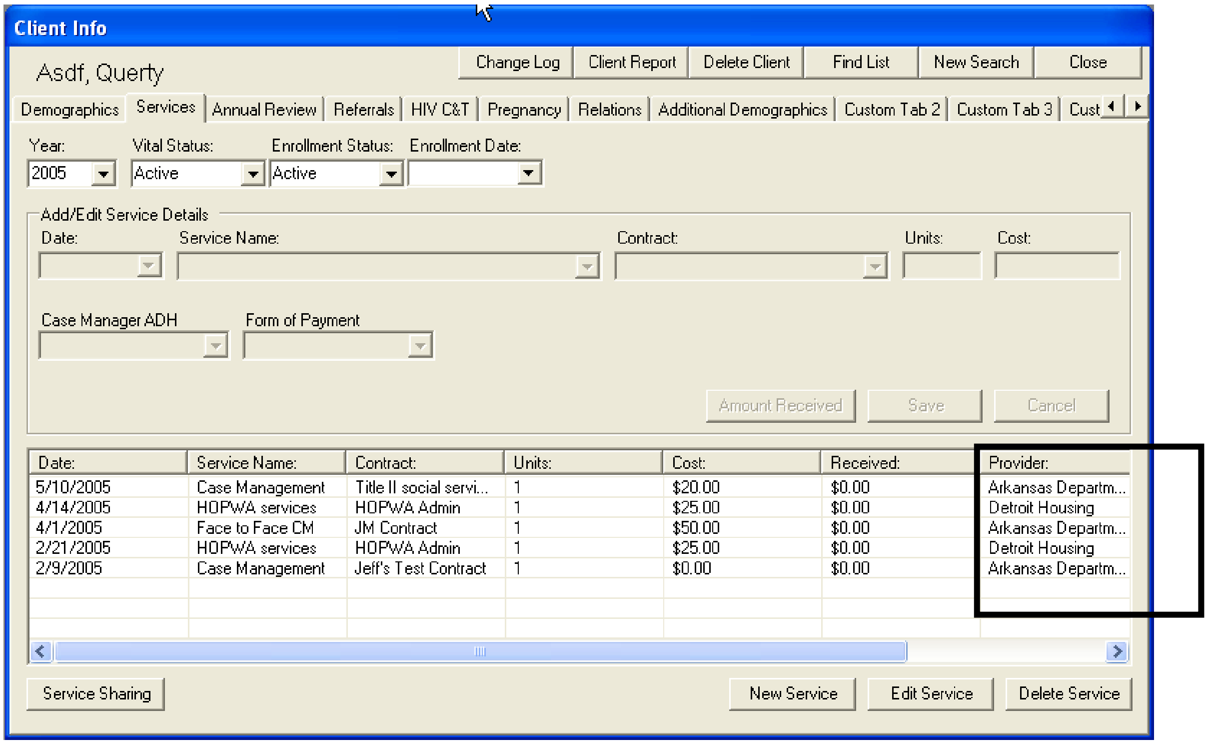
<u>Sharing service information</u>

Providers can choose to share service information with all, some or no other providers connected to the statewide database. Once you decide to share information with a provider, all services for the shared client will be visible.

If you grant a provider access to view <u>your</u> service records, that will not automatically enable you to view <u>their</u> service records.

Just as release forms are two-way, so are CAREWare sharing relationships.

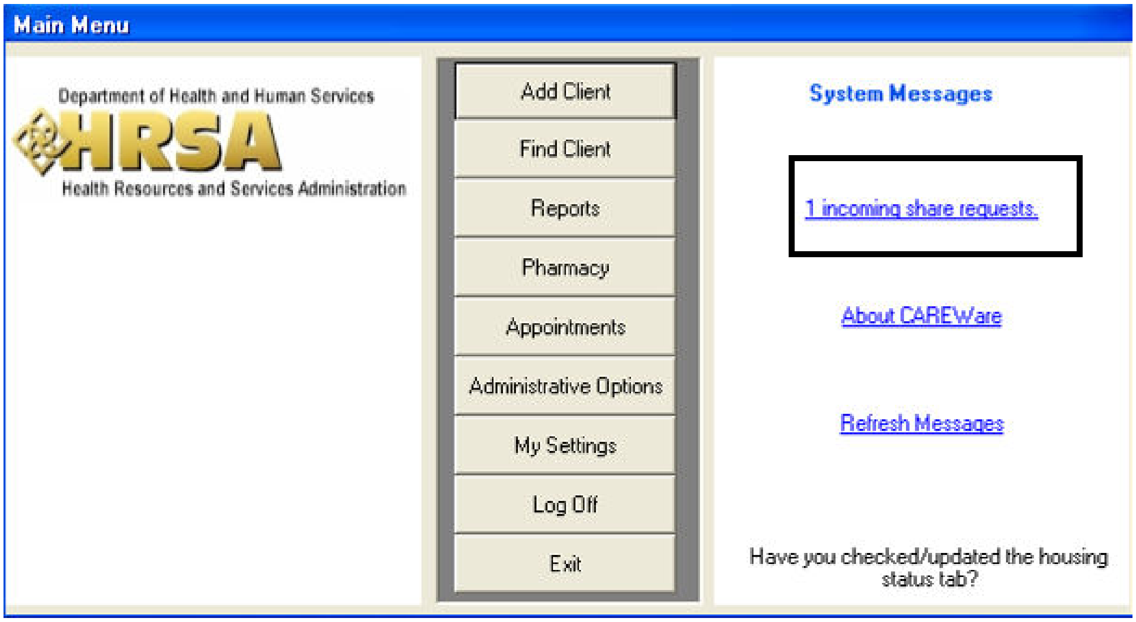
In the picture below, note on the right of each service the name of the provider where the service was rendered:



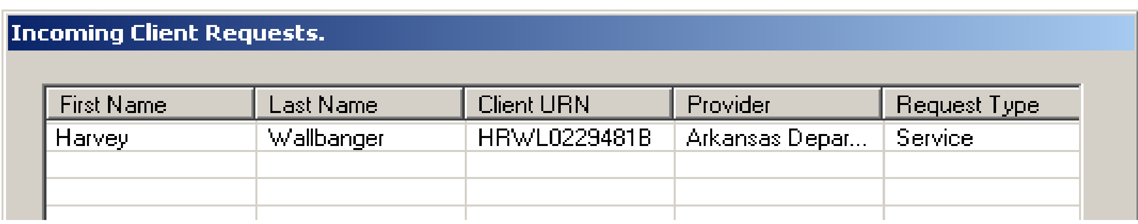
The example above is from the client's record at "Detroit Housing," and the two services he has received there are visible. However, also visible are services he received at another provider on the network, "Arkansas Department of Health." The services received at this other agency are visible here because these two agencies are serving the same client, and Detroit Housing sent a request to view this client's service records. Because Arkansas granted this request, Detroit Housing is now able to view the services this client received from Arkansas.

Data Note: *Even if they can view these services, a provider can NEVER edit another provider's service records.*

If a provider has requested to share service data, you will see a link similar to the one below when you first login to CAREWare:

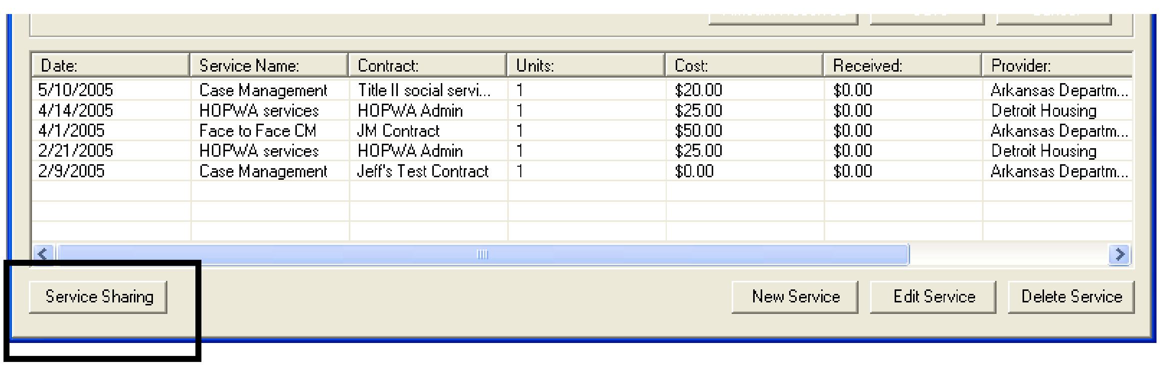


If you click on the “1 incoming share request” link, the screen below will appear, with the name of the client who has granted a release to share information at the other provider:

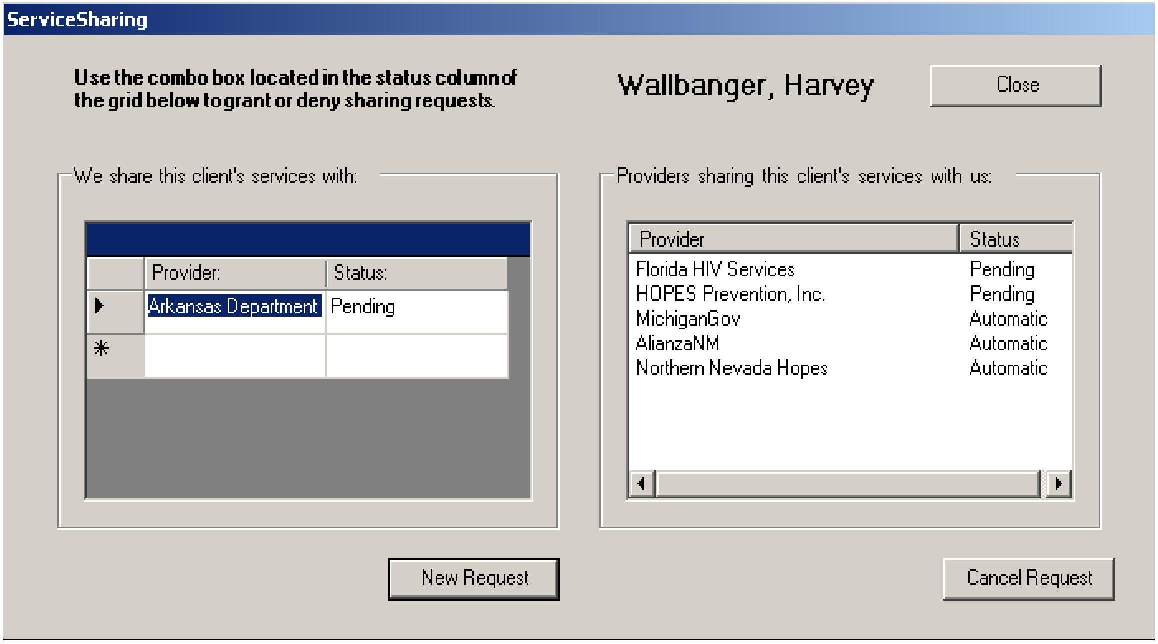


Open the client record as you would from the “Find Client” screen and go to the “Services” tab.

Click the “Services Sharing” button at the bottom of the screen:

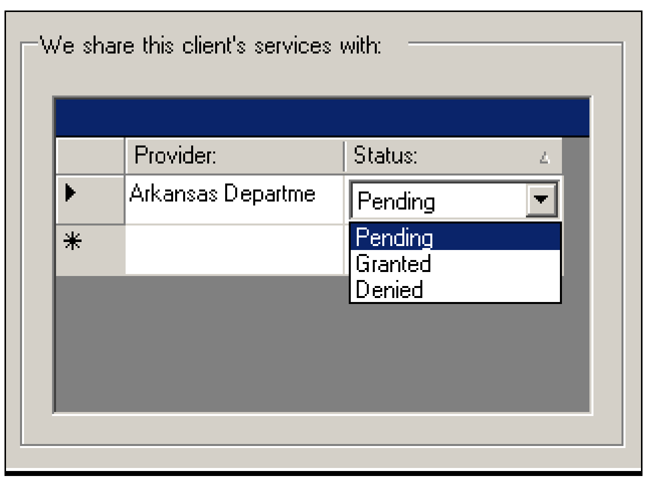


A box like the one below will appear:



On the left is a list of any providers who have requested or have pending requests to share service records on this client. When first viewed, the status is "Pending."

Click the word "Pending" and a dropdown menu will appear with the options "Granted" or "Denied."



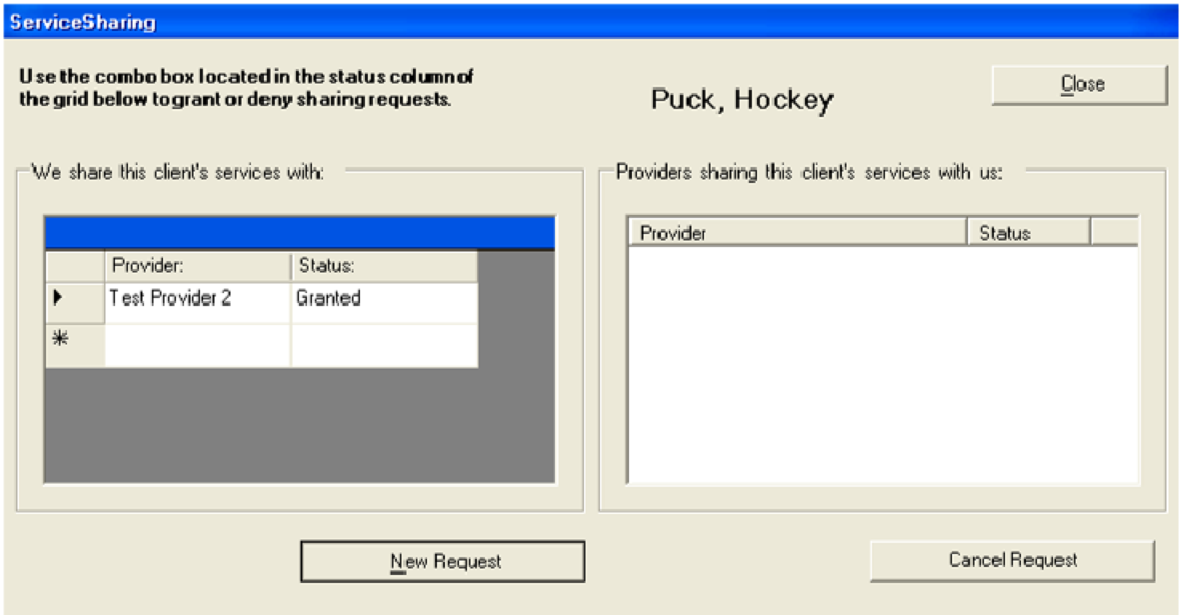
If granted, the other agency will now be able to see the services provided to this client by your agency.

Data Note: *A request should never be granted unless a valid release of information is on file.*

Making a request to share a client's service information

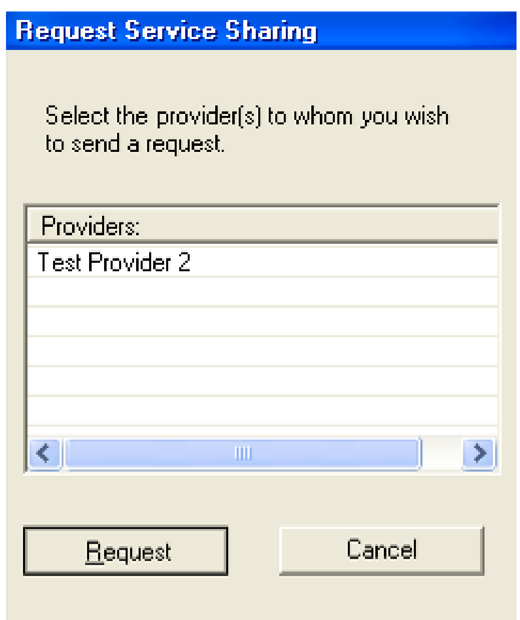
Click the Service Sharing button on the bottom left of a client's service screen.

A box like the one below will appear:



In the example above, "Test Provider 2" has already been granted access to your service information for the client "Hockey Puck." Now, you want to view Test Provider 2's service information for Hockey Puck. You need to click on the button labeled "New Request."

A box like the one below will appear:



In the example on the previous page, there is only one other provider on the network. Our network will have several to choose from. Select the provider whose service records you want to access and click "Request."

A request will be sent to that provider to grant or deny your access to the service records for the client.

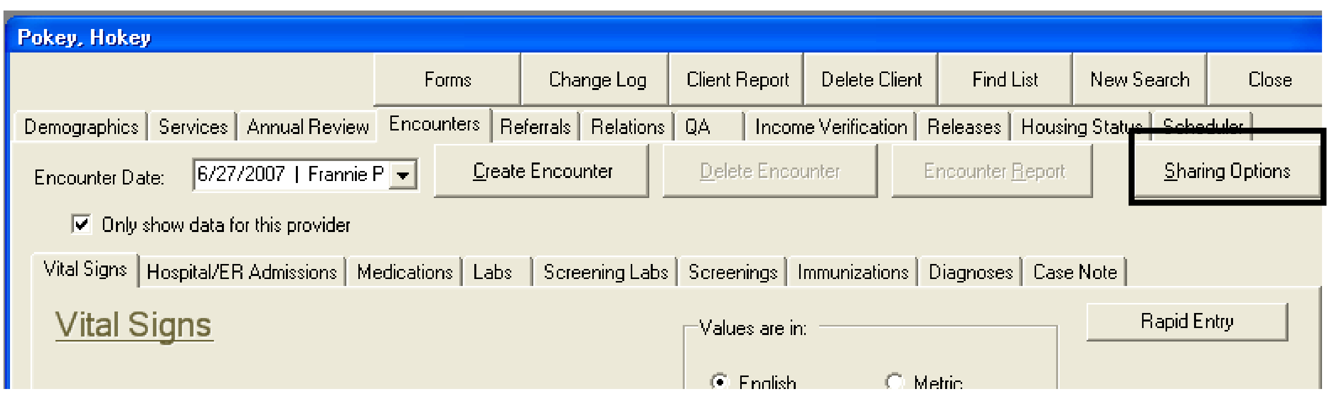
Sharing Clinical Information

Sharing clinical information is a simpler decision process. Sharing clinical information does not violate client confidentiality around HIV disclosure, since any providers on CAREWare are already aware that the client is HIV-positive. HIPAA does not require patient authorization for sharing personal identifying health information for purposes of treatment, payment, and other health care operations; however, HIPAA does require that the client is fully informed of how their data are being stored and used.

As with service sharing, clinical data sharing requests are made on a client by client basis for common clients.

The process for requesting, granting and denying access to clinical information is the same as the process for sharing service information, except that you will not click the "Service Sharing" box on the bottom of the "Services" tab.

Instead, go to the "Encounters" tab and click on the box labeled "Sharing Options."



From here, the process is the same as sharing service information.

Data Note:
Even if clinical data sharing has been granted, a provider will not be able to view clinical data unless the proper permissions are enabled for that provider and its users. If you find that you cannot view data you have been granted to view, contact the Database Administrator about your account's permissions.