

Immediate Release of Electronic Health Information to Patients and their Proxies, Effective October 28, 2020.

What is changing?

- From Wednesday, October 28, 2020, Denver Health will follow new Federal rules which require the immediate release of electronic health information to patients.
- As a patient, you will be able to immediately view your laboratory, radiology and pathology reports in MyChart, as soon as the reports are available. You will not have to wait to receive a call from your doctor or need to make an appointment to see their new medical information. Additionally, you will also be able to see the notes taken during your visit with a Denver Health doctor.

Why is the change taking place?

- The goal is to increase transparency and give patients more access to their health information, involving you in the decisions and choices affecting your care.

Helpful Information and Questions

What if I want to talk to my doctor before looking at my health information or reports?

- You don't have to look at your health information, test results and reports just because they will be available.
- You may want to talk with your doctor to have them explain the information and to discuss next steps or medication. This may be the case if you are concerned about the results. Talk to your doctor at the time of your visit so you can agree a plan.

Other people may be able to see your health information if you have given them access.

- If you have given other people access to your health information - also known as proxy access - those people will be able to see any information that is released.
- Many people allow others, such as a parent, spouse, partner, friend or care giver, to have access to their health care information.
- This is a good time to verify who has access to your health information. You can check on MyChart, or you can call your doctor's office if you wish to make changes.

If you have been given access, you will be able to see someone else's health information.

- If you have been granted proxy access to someone else's health information, you will be able to see their laboratory, radiology and pathology reports, and notes from their doctor.
- Talk to the person who has granted you access to their health information to discuss whether any changes should be made.

For patients between 12-17 years old, and people with access to their information.

- If you are a patient between 12-17 years old, you will be able to see all your health information as soon as it is available.
- You should also be aware that anyone who has access to your health information - such as a parent or guardian - will also be able to view your immediately released laboratory, radiology and pathology reports, as well as any notes taken by your doctor. If the visit or health information is marked "confidential" the information will not be visible by others who can access your health information.
- This is a good time to verify who has access to your health information. You can check on MyChart, or you can call your doctor's office if you wish to make changes.

What if I don't have access to MyChart, how can I see my information?

- You can sign up to MyChart by following the instructions in this [link](#). It's quick, easy and convenient to use.
- You can request a written version of your medical record and health information. Simply contact your doctor's office.

What if I don't understand or disagree with something that has been written in my medical record?

- Please contact your doctor to discuss the matter.

Will all information be released immediately, or are there exceptions?

- There are some situations when health information will not immediately be shared with patients:
 - **Privacy** - if a visit with a doctor is confidential, the notes will not be released.
 - **Preventing harm** - notes or reports will not be released if there is a risk that the information may be harmful to the patient.
 - **Infeasibility** - If it is not possible to separate certain information that should not be shared with everyone who can view a patient's medical record, such as those with proxy access. If it's not possible to deliver the information via the same technology platform from which the request has been made.

Will I be able to see new information about doctor's visits and test results that happened before October 28, 2020?

- No. Only health information created after this date is subject to the new rule.

What changes can I expect in the future?

- We expect the list of items that will be immediately released to patients will expand in the next year.