



Is Your Electronic Health Record System Protecting the Rights of Your Adolescent Patients?

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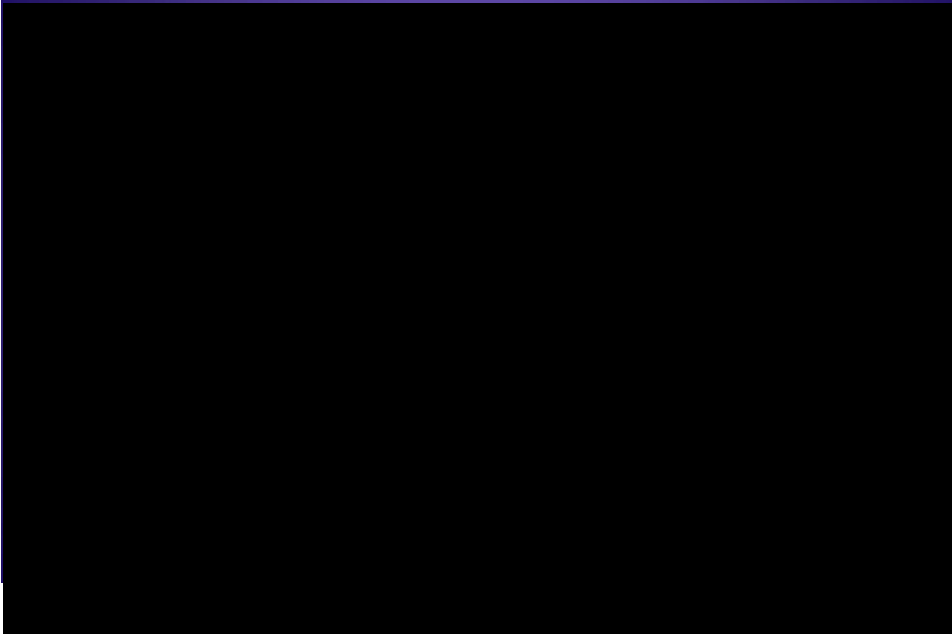


Overview

- Consent to Treat & Minors' Rights
- What Makes a Confidential Visit
- How to Keep Record Confidential
- Protecting Rights Through Online Portals
- Portal Configuration
- Flow of Confidential Information in Portal
- Insurance and Billing Confidentiality

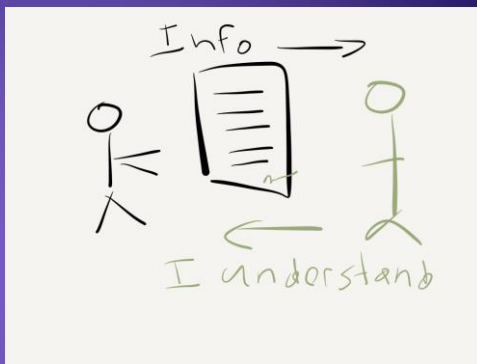


Video: Force Treatment?

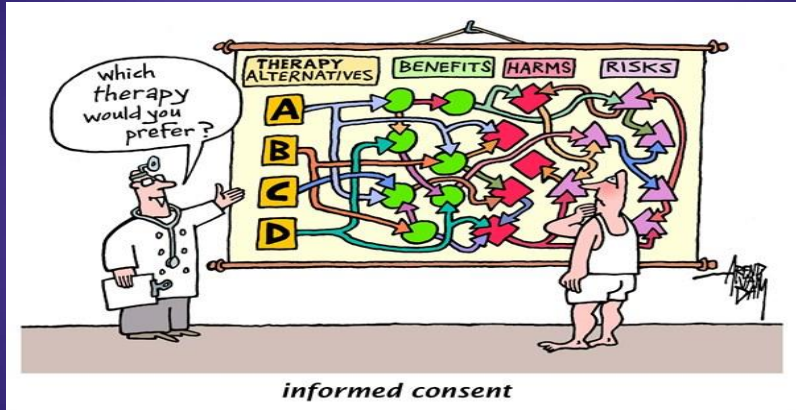


CONSENT TO TREAT

- Age to Sign:
 - 18 or older
- Minors:
 - require parent/ guardian to sign
- Exceptions:
 - Emancipated minor
 - Confidential visits (defined by state law)



INFORMED CONSENT

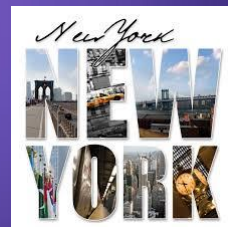


WHICH VISITS ARE CONFIDENTIAL?



STATES DEFINE RIGHTS

- **Connecticut**
 - Any age for:
 - Prenatal, HIV, STD, Abortion
 - Report to DCF kids 12 and under
- **New York**
 - Any age for:
 - Contraceptives, STD & prenatal care



WHAT MAKES A VISIT CONFIDENTIAL?



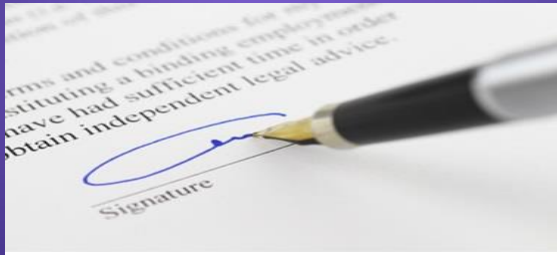
Are the results of a pregnancy test always confidential?

What about a drug screen test?



WHAT MAKES A VISIT CONFIDENTIAL?

- Confidentiality is directly tied to consent form
 - If minor signed → confidential
 - If minor's parent signed → not confidential



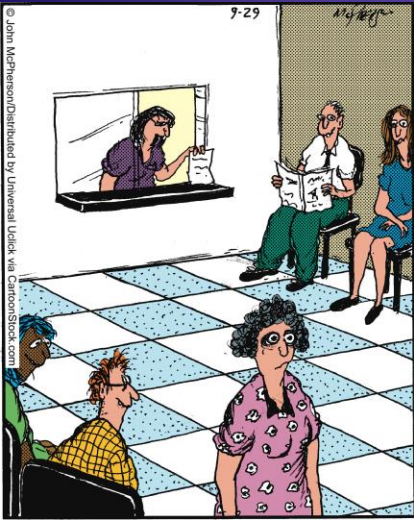
WHO SHOULD SIGN?

- Minors don't have legal authority to sign
- State statutes don't require parental consent for confidential visits, but don't mention minors' authority to sign consents
- Disconnect between statutes



"Before I can put you in touch with reality, you'll have to sign this release form."







© John McChesnon/Distributed by Universal Uclick via CartoonStock.com

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“Mrs. Cranley! You need to sign this HIPAA privacy form before the doctor can look at those warts on your stomach!”

HOW TO KEEP RECORD CONFIDENTIAL

- Assess capabilities of EMR system
- Confidential data seen by everyone?
- Segregate data
 - If EMR → different tab or flags
 - If paper → different tab or scrub data before release



© Mike Baldwin / Corbis

“Somehow your medical records got faxed to a complete stranger. He has no idea what’s wrong with you either.”

HOW TO KEEP RECORD CONFIDENTIAL

- Release of Information
 - Ensure Medical Record Dep’t knows which data is confidential
 - Use of flagged visits helps
 - Scrubbing data is risky



SECURING ONLINE PORTALS...



- Can portal prevent confidential data from being released or accessed?

- If not, you can:
 - Prevent certain data from being disclosed
 - Build system to automatically limit the release of certain data based on age



VIEWING YOUR CHILD'S RECORD AT WORK....



- Parents have legal authority to access record
- All depends on how you segregate confidential data
 - If viewer is able to see, access may violate child's rights
- Look at your policies
 - Prohibition against use of business resources for personal reasons?



Use of Personal Health Records and On-line portal

- An on-line portal is a specially designed web page that brings information together in a uniform way
- The user can configure displayed information
- We use the EPIC My Chart patient portal



 This is a screenshot of the MyChart patient portal. At the top, it says "My Chart" and "Connecticut Children's MyChart". The main area is divided into three sections:

- Sign In:** A purple box with a white input field for "MyChart Username" (with a "Forgot MyChart Username?" link), a white input field for "Password" (with a "Forgot Password?" link), and a blue "Sign In" button.
- New User?:** A purple box with a blue "Sign Up Now" button.
- Learn More...:** A purple box containing links for "FAQs", "Privacy Policy", and "Terms and Conditions". Below these are logos for "Available on the App Store" and "ANDROID APP ON Google play".

 On the left side of the screenshot, there is a photo of a doctor in a white coat and glasses talking to a young girl. Below the photo is a "Manage your appointments" section with a calendar icon and the text "Schedule your next appointment, or view details of your past and upcoming appointments".

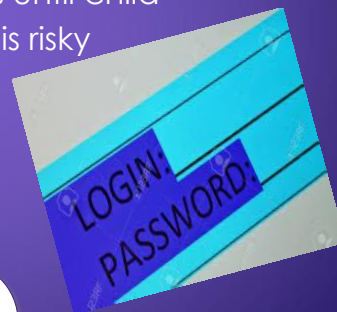

Parental Access

- Challenge
 - How to allow parental access to My Chart without violating the adolescent's rights?



Assumptions

- Parents/guardians should have the option to access My Chart
- Family Advisory Board support
- Allowing parental access until child reaches 18 years of age is risky



Portal Access Aligns with Meaningful Use

- Meaningful use objectives
 - Improve quality, safety, efficiency, and reduce health disparities
 - Engage patients and family
 - Use of portal allows the adolescent to feel empowered and involved



Nursing notes before the computer.



Meaningful Use Objectives

- Improve care coordination, and population and public health
- Maintain privacy and security of patient information



How to Accomplish?

- Creation of a decision making committee
- The group reviewed what My Chart had to offer
- System build critical



Standard?

- What do other hospitals in CT allow?
 - Access granted to a patient at age 18
 - Giving adolescent access was thought to be too complicated and risky



Determination

- Despite the obstacles, we felt obligated to proceed



"All in favor of turning our back on the past say 'aye!'."



IT Patient Portal Build

- No existing legal age cut-off
- Our committee needed cut-off age consensus
- After much debate, choose 13 years of age



System Options

- EHR gave the option to configure the portal in 4 ways



"Yes, I did say I wanted to change the wallpaper on my desktop. But not that type. You don't know much about computers, do you?"



Four Options

- No Access for parent or adolescent between 13-18
- Limited parental and adolescent access between 13-18
- Adolescents gain access at 13; parents lose access unless adolescent agrees to allow parent access
- Adolescents gain access only at 18; parents have full access until 13, then limited until 18



And the Winner is.....

- The second option
 - Limited parental and adolescent access between 13-18



Details

- Parents have full access to information for child <13
- At 13, parent access becomes limited
- At 13, parent must request access for adolescent to view
- Adolescent access is also limited



What Can be Shared?

- Portal typically shows:
 - Allergies
 - Immunizations
 - Growth charts



What Can be Shared?

- Medical histories (diagnoses and procedures)
- Summaries of health visits and hospital admissions
- Test results
- View or request appointments



Restrict?

- Our EHR has controls in place to restrict items from flowing to the portal
 - Messaging
 - Medications
 - Labs
 - Problem List
 - Patient Instructions
 - Confidential visits

MEDICATION INFORMATION CHART

A medication information chart is a written record of all the prescription and over-the-counter medications you take. It also indicates when and how you should take your medications. It is important to keep such a record even if you do not need it as a reminder. The record should be kept near your medications, or it can be carried with you. Alcohol can interact with some medications; therefore, consider *fasting* if and when you drink alcohol.

Complete the chart below for all the medications you take.

NAME OF MEDICATION AND REASON FOR TAKING	COLOR AND SHAPE NOTE THIS MAY CHANGE FROM TIME TO TIME	HOW SHOULD MEDICATION BE TAKEN	TIME(S) OF DAY TO TAKE MEDICATION	PHARMACY OR DOCTOR'S NAME & PHONE #
<i>Example Medication</i>	<i>Round and white</i>	<i>With food</i>	<i>8:00 AM</i>	<i>Joes 123-4567</i>

For additional copies, visit www.nnepc.org or call 1-800-222-1222.

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Creation of a Restricted List

- We attempted to create a restricted list
 - Restricted list would not flow to portal
 - Group met multiple times to decide contents of restricted list



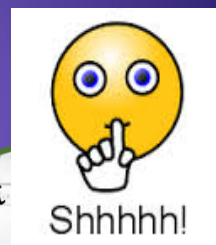
Risky Business

- What if an item is left off the restricted list?
- Unrestricted list was the safest way to proceed
 - Items manually added to unrestricted list
 - If an item is not on the list, it does not flow to the portal



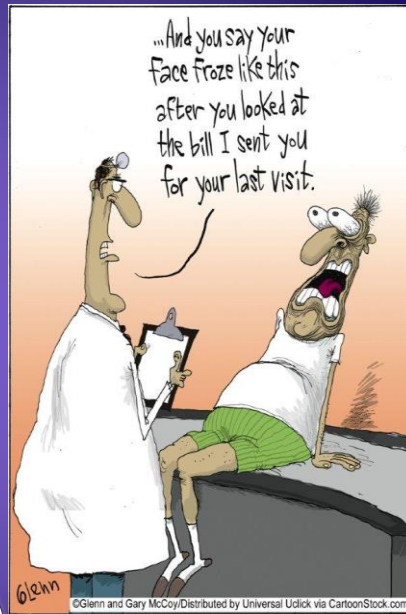
Confidential Appointments

- Needed to ensure a confidential appointment doesn't flow to portal
- Created a confidential appointment type visit
- Provider creates the visit
- Education critical



Insurance and Billing

- A bill with confidential information could violate the adolescent's rights
- Historically, we have waived fees for minor consented services
- Decision made to continue with current waiver philosophy



Billing Waiver

- Use of a "Y" code
- Y code prevents a charge from being dropped



Success Achieved

Connecticut Children's MyChart

Welcome, **Trisha Farmer** [Log Out](#)

My Medical Record

Personalize

Whose Records Can I View?

Photo	Account Name	Nickname	Access Until
	Trisha Farmer	Trisha	This is your own MyChart account.
	Catherine Farmer	Catherine	12/2/2017
	Daniel Patrick Farmer	Daniel	10/30/2020
	Jonathan Farmer	Jonathan	10/18/2015

[Back to the Home Page](#)

Trisha
Catha...
Daniel
Jonat...



Thank You

Questions?

