

Q: What is a health information exchange (HIE)?

A: An HIE allows the electronic exchange of clinical information about a patient among healthcare providers within a particular region or community

Q: How was ClinicalConnect HIE formed?

A: The concept of forming an HIE in western Pennsylvania was analyzed for over a year by CEOs and chief information officers (CIOs) from a number of community hospitals and health systems in the region.

Q: Who are the providers within ClinicalConnect HIE?

A: Armstrong Hospital, Butler Health System, The Children's Institute of Pittsburgh, The Children's Home & Lemieux Family Center, Pediatric Specialty Hospital & Child's Way, Community Health Clinic, Inc., East Liberty Family Health Care Center, Excelsa Health, Heritage Valley Health System, Lawrence County Family Medicine, Pediatric Alliance, P.C., Presbyterian SeniorCare, South Hills Family Medicine, St. Clair Hospital, Uniontown, UPMC and Washington Health System. New members are encouraged to contact us and learn how to participate.

Q: Is my healthcare information available for anyone to see?

A: No. ClinicalConnect HIE and its participants take your privacy and the security of your healthcare information very seriously. Only those caring for you will have access to your information as they treat you.

Q: Do I need to do anything to join?

A: No, if your caregivers are part of ClinicalConnect HIE, you will automatically be enrolled.

Q: I understand that my information is secure, but I do not want it to be available within ClinicalConnect HIE. Can I opt out?

A: Yes, you may opt out during the registration process when you visit a participating healthcare provider. Regardless of whether you choose to opt-out of ClinicalConnect HIE, your health information will still be provided to the HIE. However, if you choose to Opt-Out, the HIE will prevent your information from being searchable and will not exchange your information with other providers.

Q: Can I choose only certain providers to see my information?

A: No. If you choose to opt out, your information will not be shared among any of the providers within ClinicalConnect HIE.

Q: Can I access my own medical records?

A: With ClinicalConnect HIE, your records are only available to participating healthcare providers, for instance, the doctor who is treating you. If you want copies of your medical records, you should contact your healthcare providers directly.

Q: Can I request changes to my medical record or other information included in ClinicalConnect HIE?

A: Yes, you can request revisions and corrections to your medical records by talking with your healthcare provider who is the owner/creator of the record in question. The HIE does not alter your health information in any way; ClinicalConnect HIE simply provides a method to privately and securely transport health information from one provider to another.

Q: How accurate is the patient information in ClinicalConnect HIE?

A: The patient information in ClinicalConnect HIE is contributed from numerous participants of the HIE, and is an accurate representation of the patient information contained in each participant's system. However, due to the availability of the patient information in the participant's system and applicable laws (HIPAA, federal and state), the patient information contributed may not include the patient's full and complete medical record or history. This level of accuracy meets the expectations and needs of the majority of the ClinicalConnect HIE healthcare providers and patients.