

Carequality Annual Meeting

2022

Grand Hyatt Washington

Improving Patient Access

Chris Dickerson



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I Have To Do What? The Current Reality of Patient Record Requests



I Have To Do What?

The Current Reality of Patient Record Requests

*I need my
health records.*



I Have To Do What?

The Current Reality of Patient Record Requests

MyFavPHR



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Provider 1

Provider 2

Provider 3

Provider...

I Have To Do What?

The Current Reality of Patient Record Requests

MyFavPHR



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Request Accepted

Request Denied

Request Denied

Request Denied



I Have To Do What?

The Current Reality of Patient Record Requests

Mr. FavPHR
+
h F ord
Received

Pr + 1

Provider 2

Provider 3

Provider...



I Have To Do What?

The Current Reality of Patient Record Requests

*Wait...
that's only one.
Where's the rest?*



I Have To Do What?

The Current Reality of Patient Record Requests

App Store

MyProvider2



GET

MyProvider3



GET

MyProvider4



GET

MyProvider...



GET



I Have To Do What?

The Current Reality of Patient Record Requests

@%\$*&#!



Verify Once, Trust Everywhere: Making it Easier for the Patient

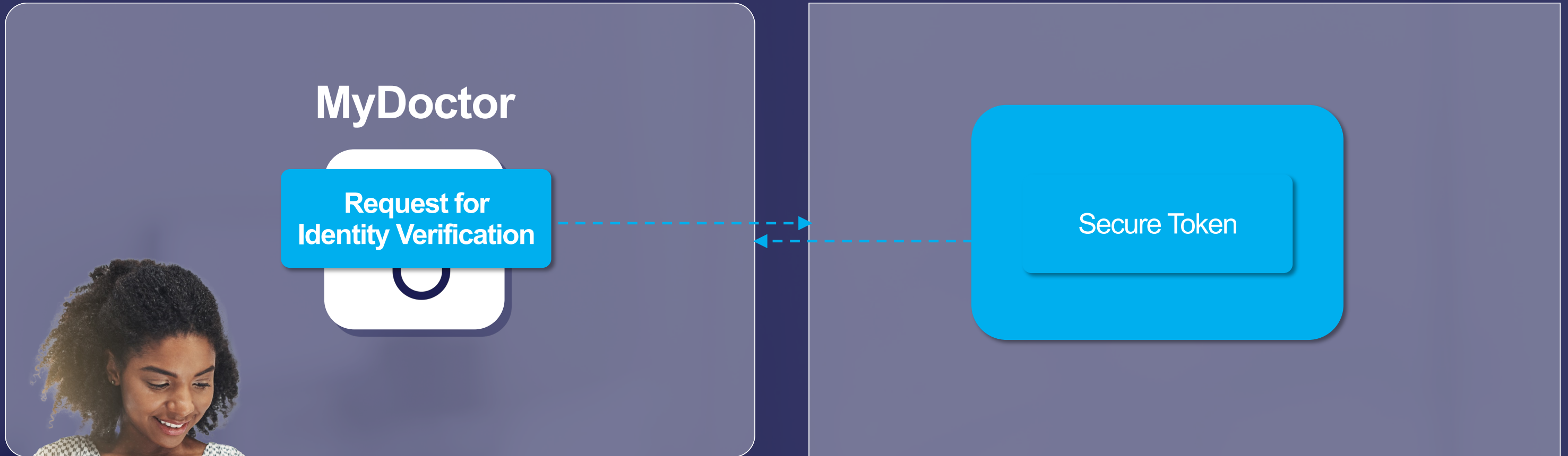


Verify Once, Trust Everywhere: Making it Easier for the Patient

*I need my
health records.*



Verify Once, Trust Everywhere: Making it Easier for the Patient



Verify Once, Trust Everywhere: Making it Easier for the Patient

MyFavPHR

Request for
Health Records
CSP Verified Demographics
PLUS Patient Token

Credentialing Service Provider

Provider 1

Provider 2

Provider 3

Provider...

Patient Token =
Secure token containing verified demographics

Verify Once, Trust Everywhere: Making it Easier for the Patient

MyFavPHR



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Requestor
Recognized

Requestor
Recognized

Requestor
Recognized

Requestor
Recognized

Verify Once, Trust Everywhere: Making it Easier for the Patient

MyFavPHR



All Health Records
Received



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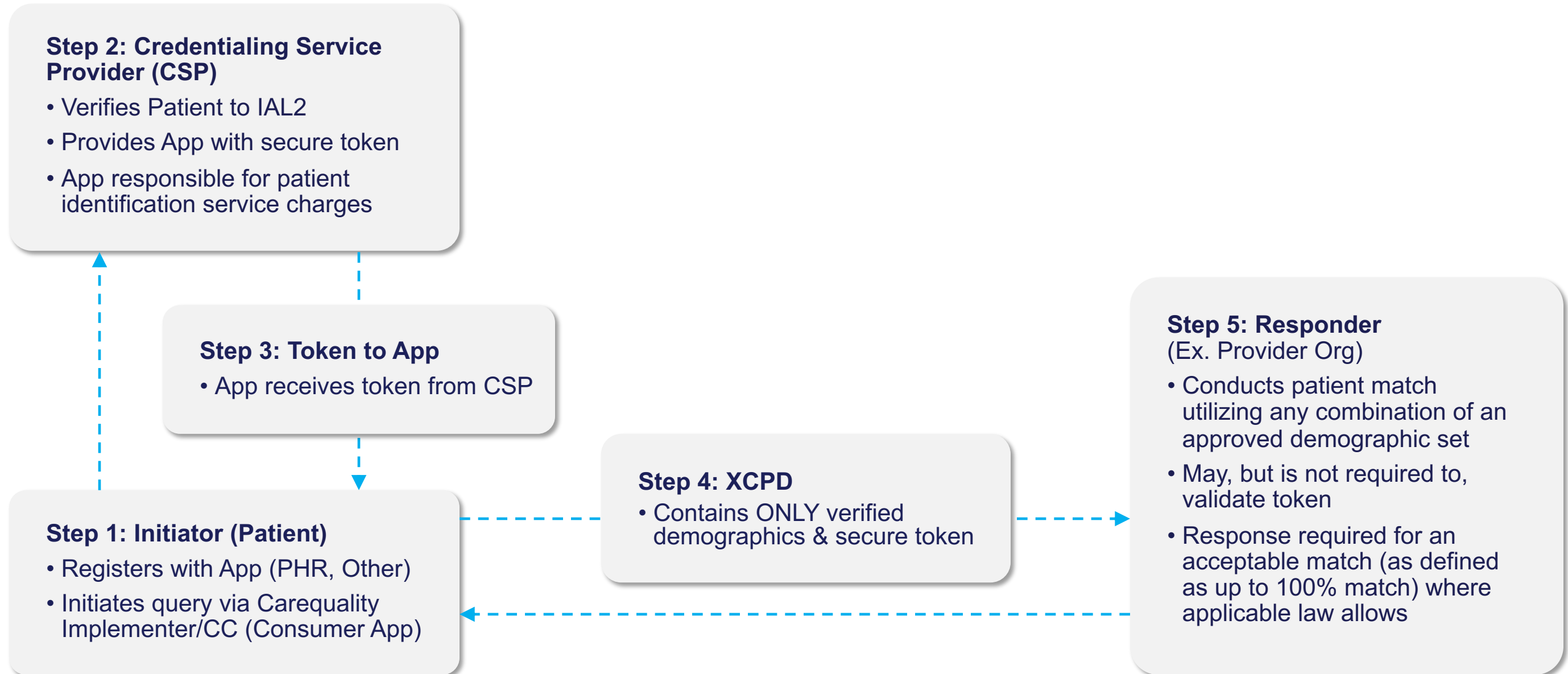


Verify Once, Trust Everywhere: Making it Easier for the Patient

*Now that's
how it
should work!*



Verify Once, Trust Everywhere: How It Works



History

- Patient Matching Workgroup
 - Consensus of the Implementer community changed the focus of the group
 - Matching was largely trusted
 - Identity of the patient Initiator was not

Patient Access Policy Updates

- **Proposed policy provides:**
 - 3rd party verification of the patient making the request
 - CSP organizations verified by Kantara
 - Policy assurances that only verified data is passed to the Responder for matching
 - Responder discretion over matching
 - Robust reporting requirements for any identified inappropriate disclosures
 - Demographics Query via FHIR
 - Over 50% of Implementer survey respondents agreed with the statement:
 - “Carequality should REQUIRE the use of demographics-based matching for Patient Requests within both the Query-Based Document Exchange and FHIR Use Cases.”

Discussion

- **Jennifer Blumenthal** Product Director of OneRecord, Milliman IntelliScript
- **Genevieve Morris** Senior Director Interoperability Strategy, Change Healthcare
- **Paul Wilder** Executive Director, CommonWell Health Alliance

Q&A

- **Q&A Instructions**

Thank you for
your participation

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