

August 2, 2022

Dear Office Administrator,

We have updated Munson Healthcare's external user electronic health record (EHR) access policy to ensure compliance, reduce risk, and secure the health information of our patients.

The following policy updates have been made:

- Direct Munson Healthcare EHR access for community clinical care teams is limited to staff with a clinical certification, license, scheduling role, or serving as a medical assistant (MA); overseen by a provider credentialed by a Munson Healthcare facility.
- Access is limited to four (4) community clinical care team members **per** credentialed provider and three (3) total schedulers actively using Physician Web Scheduler (PWS).
- In accordance with industry best-practice, direct all other users toward a Health Information Exchanges (HIE). Real-time data is provided by Munson Healthcare and other area service providers for the benefit of the provider community and is the most secure path for viewing patient health information.

Effective **October 1, 2022**, there will be TWO PATHS to access near real-time information on Munson Healthcare patients.

PATH 1: Those with direct access to Munson Healthcare's EHR (e.g., Cerner PowerChart, eClinicalWorks, etc. DOES NOT INCLUDE Physician Web Scheduler (PWS):

- Providers and staff who meet criteria for continued Munson Healthcare EHR access include:
 - a. Munson Healthcare employed providers and staff with a job-related need for direct access.
 - b. Independent physicians (MD, DO, DMD, DPM, DDS) and advanced practice providers (CAA, CNM, CRNA, NP, PA, PhD, PsyD) who are credentialed by a Munson Healthcare hospital.
 - c. Independent clinical staff with an approved license or professional certification (NP, PA, licensed nurse, licensed or unlicensed MA) and schedulers using PWS, with a sponsoring physician, who are credentialed on the medical staff of a Munson Healthcare hospital, and who provide direct oversight of the clinicians they sponsor. Limited to a 4:1 ratio of clinical staff to each credentialed provider and 3 total schedulers.

ACTIONS REQUIRED FOR PATH 1:

- Email the following documents to EMRAccessTransition@mhc.net:
 - Signed and completed *Information Services Remote Access Agreement* available at <https://www.munsonhealthcare.org/hipaa>
 - Adjustments to the attached inventory of Munson Healthcare EHR users belonging to your organization, include proof of license or certification if necessary.

PATH 2: Those with access to an HIE, such as Michigan Health Information Network (MiHIN) MIGateway or a national HIE alliance, such as CommonWell Alliance or Carequality, through their EHR technology provider.

- Providers and staff who do NOT meet the criteria for PATH 1 are directed to use an HIE for their additional patient data needs.
- Independent physicians and advanced practice providers (NP, PA, etc.) who are **NOT** credentialed by a Munson Healthcare hospital and who do **NOT** work with a sponsoring physician who is credentialed by a Munson Healthcare hospital.
- Providers and clinical staff may access patient information via a national HIE enabled if their electronic medical record (EMR) system supports it. Depending on your organization's EMR system manufacturer, this often does not include an additional fee. For more information, contact your EMR system provider.
- Providers and clinical staff may also access patient information via Medical Information Gateway (MIGateway), a service of Michigan Health Information Network.

ACTIONS REQUIRED FOR PATH 2:

- Contact your EMR technology provider to connect with a national HIE in which they partner.
- Contact MiHIN's Help Desk (help@mihin.org) to be connected with a Regional Account Executive. MiHIN offers solutions of various scales to participate in the statewide HIE network and share in data made available by healthcare organizations across the state of Michigan, including Munson Healthcare. Depending on your organization's population size and capability, MIHIN commits to working with you to find the best solution that suits your organization's needs and limitations.

All providers and staff who do NOT meet the criteria or complete the requirements for PATH 1 will lose existing access to the Munson Healthcare EHR as of October 1, 2022. Please do not wait to either complete requirements (PATH 1) or make the transition to an HIE for patient data access (PATH 2).

IMPORTANT: Providers credentialed and privileged by a Munson Healthcare facility serve as sponsors to other members of the clinical team where they practice. EHR access for **credentialed providers is not affected by this change**. Access to non-EHR systems, such as Physician Web Scheduler (PWS), is also not affected.

Contact/Questions and Support

- Organization agreement and provider/staff access
 - Munson Healthcare IS Data Security: EMRAccessTransition@mhc.net
- MiHIN MIGateway Enrollment/Access
 - help@mihin.org or <https://mihin.org/contact-us/>
- National HIE, such as [CommonWell Alliance](#), [Carequality](#)
 - Contact your EMR technology provider to see which they partner with.
- Questions on this policy change
 - [Lucas Otten](#), Director of Privacy and Information Security, lotten@mhc.net

Thank you for helping ensure the security of our patients' information.

John Beckett, MD, FACEP
Chief Medical Info Officer

Laura Glenn
President Amb. Serv. & Value Care

Christine Nefcy, MD, FAAP
Chief Medical Officer

ATTACHMENT: FAQs

ATTACHMENT: Welcome Guide

ATTACHMENT: User Listing