



## Hoag Patient Health Summary FAQ's

#	Question	Answer
1	Why is Hoag introducing an online Hoag Patient Health Summary?	Hoag's patients expect the same online tools they have become accustomed to in other industries. In addition, offering health records online is one step towards empowering patients by giving them access to the information they need to make sound health decisions. And it gets Hoag one step closer to having the right tools in place for population health management. By using the "Medicare Meaningful Use guidelines for Patient Electronic Access" we aim to achieve our vision and meet or exceed regulations.
2	What is the content of the Hoag Patient Health Summary?	<p><b>The Online Patient Health Summary* includes the following items for inpatient hospital visits:</b></p> <ul style="list-style-type: none"> <li>• Date and location of admission and discharge</li> <li>• Reason for hospitalization</li> <li>• Any surgical procedures performed</li> <li>• Names of Hoag doctors who provided your care</li> <li>• Health problems identified</li> <li>• Medications prescribed</li> <li>• Medication allergies identified</li> <li>• Vital signs at discharge</li> <li>• Laboratory test results permitted by California State Law</li> <li>• Name of other care providers (if applicable)</li> <li>• A customized Patient Care Plan, including goals and instructions</li> <li>• Discharge instructions</li> </ul> <p>*Online Patient Health Summaries are not available for hospitalization visits that took place prior to 4/1/14. A Release of Medical Information form will need to be filled out by the patient and submitted to Medical Records. You can reach Medical Records at 800-701-HOAG (4624)</p>
3	Why is Hoag providing this information electronically?	By providing patients with more ways to access their health information, whether it is written documentation at discharge, online access to health summaries at home, or complete clinical records, we provide a means for Hoag patients to more effectively manage their health after discharge. In addition, this ensures that Hoag meets Medicare Meaningful Use Stage 1, Year 2 objectives.
4	How do I get access to the Hoag Patient Health Summary?	To access an online report summarizing your hospital visit, please call our Medical Records Dept. at 800-701-HOAG (4624). When you call, Medical Records will confirm your email address and send you an email invitation. You will also receive a PIN number that you will use to access the Patient Portal and your online health



		<p>summary.</p> <p>To learn more visit <a href="http://www.hoag.org/summary">www.hoag.org/summary</a></p>
5	How soon after my stay will the summary be posted?	The Online Patient Health Summary from your inpatient hospital visit will be available at MyHealth 36 hours after discharge.
6	What are my options for downloading the Hoag Patient Health Summary?	There will be 2 types of downloads available online. One is a readable PDF form. The other is a zip file of the C-CDA summary in an XML format. The latter is what is typically requested by a physician in order to more easily upload the health summary directly into their EMR system. The C-CDA Standard common to all certified health IT products as defined by the Office of the National Coordinator (ONC) for Health Information Technology,, but you should contact your physician directly to understand how they would like to receive the C-CDA file.
7	Will I be able to send the summary as an electronic file updating my Primary Care Physician (PCP) about my stay?	The patient portal will enable you to download your health summary online. It is not advisable to transfer this record via unprotected means such as email. It is recommended to use the “Transmit” feature. However, you will need your primary care physician or specialist’s email address in order to use this feature. The “transmit” function will ensure that your physician can securely access your health summary.
8	Why would I want to give the electronic health summary record to my Primary Care Physician (PCP) or other healthcare providers’ Electronic Health Record (EHR) systems?	Providing your health summary record (or C-CDA) summary electronically to your primary care physician or other specialist will enable your physician to have an electronic summary of your recent hospitalization visit at Hoag in their records so they have a more complete health summary of your recent treatment. Be sure to consult with your physician prior to sending your health summary record. You will need to first ensure that your physician’s Electronic Health Record (EHR) system is capable of uploading an electronic record to your medical record.
9	What should I do if I need more than a summary of my stay and treatments? What if I need a complete set of Medical Records?	<p>Contact Hoag Medical Records Department at 800-701-HOAG (4624).</p> <p>Or visit <a href="http://Hoag.org/medical-records">Hoag.org/medical-records</a> or <a href="http://Hoag.org/medical-records-spanish">Hoag.org/medical-records-spanish</a> and fax the completed form to 949-764-8237</p>
10	Who can provide me answers regarding my medical questions after I’m discharged and home?	You can call your primary care physician for your medical questions. If you do not have a primary care physician, your discharge instructions should state “patient discharge follow-up instructions.” Please be sure to review those instructions.
11	If there is an error on the summary, who should I talk to?	Contact Hoag Medical Records Department at 800-701-HOAG (4624).
12	Once I download the medical records, who will	Given the complexities of medical information, it is critical that patients’ follow-up with the healthcare provider who tended to you



	explain the reports and/or medications to me that were not explained to me while I was in the hospital?	during your stay at Hoag.
13	A few people have asked me for my email address. I don't want to be SPAMMED. What's your policy on using my email address?	Our patient's email address is an important part of your records, like your home address and phone number. Our goal is to make sure we always have all of your contact information up to date. By providing your email address, you can access your online health summary and receive education and other Hoag and Hoag Orthopedic Institute communications. There are opt-out/unsubscribe directions on all marketing emails. We do not sell email addresses to third parties.
14	What are the IT security measures to insure my privacy is protected when I use Hoag's Patient Portal, <b>MyHealth at Hoag</b> ?	Maintaining your privacy is Hoag's priority and we have taken the necessary steps to ensure we meet your expectations as well as all federal and state privacy laws. In compliance with federal patient privacy regulations, all transmitted data is encrypted when sharing information with MyHealth at Hoag Patient Portal. The data storage is also encrypted for protection. Your login occurs over Secure Socket Layer (SSL, shown as HTTPS in your browser), which is an industry standard providing secure communication over the internet used in the healthcare industry. In addition, the site requires a combination of unique authentication elements in order to access your information: a unique PIN provided for initial login, activation from unique link sent via email and creation of a custom password after initial login. Additionally, MyHealth is a Meaningful Use certified platform whose software must meet certain security requirements to ensure the protection of your personal health information (PHI). To ensure your privacy, please do not share your password with anyone.
15	What is "MyHealth at Hoag"?	MyHealth at Hoag is the name of Hoag's Patient Portal or Personal Hub which houses your online health summary.
16	How can I get more updates about new information posted on the portal about my stay?	The information on the portal is shared one-time only. At this time we are unable to provide updates or additional clinical information. We recognize the value in providing a comprehensive electronic record to you and are planning to offer additional information in the near future.
17	How can I obtain inpatient test results and/or procedure results other than lab reports electronically from Hoag?	The online health summary does include surgical procedures. If you would like a comprehensive list of all procedures and lab results, please contact our medical records department at 800-701-HOAG (4624).
18	Will the summary be shared with Skilled Nursing Facilities and/or board and care homes?	If the organization is participating in the Hoag Health Information Exchange and if you have provided consent to share your information, SNF/HHA will have access to your medical information
19	Will the discharge instructions and discharge	Yes, the health summary provided online is a summary of the discharge instructions (including discharge medications) given to



	medications be part of the summary and the same content given me upon discharge?	you at discharge. It does have the added advantage of being electronic and portable.
20	Will the summary be shared with my insurance or other physicians without my permission?	No, Hoag will never share your information with any payer or physician without your permission. Please consult our NPP to learn more
21	What are the medical procedures listed on the summary? How will I get the result of these procedures?	<p>Medical procedures listed on the summary are for surgical procedures only. Results of these procedures are currently not accessible online. Please contact Hoag's Medical Records Department at 800-701-HOAG (4624) for more details.</p> <p>The surgical procedures provided in your health summary are meant to help you doctor or care giver better understand procedures done during your hospitalization</p>
22	What are the medications listed on the summary? Is it all the medication administered during hospitalization?	Medications listed on the health summary are for discharge medication as well as medications that were administered during hospitalization.
23	What lab results are included on the summary? What if the result was not available at the time of my discharge?	The lab results included in the online health summary are those permitted by the California State Law and available at the time of discharge. This list may not include all of your lab results because that information may not have been available when you were discharged. If you would like a complete list of lab results for your hospitalization, please contact Hoag Medical Records at 800-701-HOAG (4624)
24	Are any lab results excluded from the summary?	<p>Hoag is compliant with Cal. Health &amp; Safety Code 123148 and therefore, the following lab results will be excluded from the online health summary:</p> <ul style="list-style-type: none"> <li>(1) HIV antibody test.</li> <li>(2) Presence of antigens indicating a hepatitis infection.</li> <li>(3) Abusing the use of drugs.</li> <li>(4) Test results related to routinely processed tissues, including skin biopsies, Pap smear tests, products of conception, and bone marrow aspirations for morphological evaluation, if they reveal a malignancy.</li> </ul>
25	How are lab results sorted?	Lab results are sorted by the date the sample was received by our Lab. If there are multiple lab results they will be displayed in chronological order with the most recent result displaying first.
26	Are the vitals displayed on the summary, the last set of vitals taken prior to my discharge?	Yes



27	How is Hoag authorized to include my Lab Results on the patient portal, MyHealth at Hoag?	During the registration process, patients fill out a Conditions of Admission (COA) form. There is a Lab Test Result Acknowledgement section on this form. Patients can accept or decline having their lab results available on the patient portal to view. If you change your mind later and would like to allow Hoag to make your lab results available on the patient portal, please fill out the <a href="#">Request and Consent for Laboratory Test Results</a> and fax that to Medical Records at 949-764-8237.
28	What if I want to update my advance directives?	You can mail an updated copy of your Advance Directive to: Hoag Memorial Hospital Presbyterian, Attn: Medical Records/Advanced Directive, One Hoag Drive, Newport Beach, CA. 92658. Or you can bring in a copy to the Women's Pavilion at Hoag Hospital Newport Beach. Medical Records is open M-F 8 a.m.-4:30 p.m. To obtain a blank copy of the Advanced Directive Form, please visit <a href="http://www.hoag.org/advance-directive">http://www.hoag.org/advance-directive</a> or <a href="http://www.hoag.org/directiva-por-anticipado">http://www.hoag.org/directiva-por-anticipado</a>
29	What should I do if I didn't receive my email invitation to Hoag's Patient Portal, MyHealth?	Please contact Medical Records at 800-701-HOAG (4624). Please be ready to verify your email address against what they have on record.
30	What should I do if I lost my PIN to gain access to the Patient Portal?	Please contact Medical Records at 800-701-HOAG (4624). They will provide you with your PIN or a new one can be created.