

Dear [PATIENT NAME]:

Providing you with the highest quality of care is our number one goal. Your health is very important to your doctors and our staff. That is why we have begun participating in a Health Information Exchange (HIE) program with Hoag Memorial Hospital Presbyterian and other physicians and care providers in our community

We chose to join in this community because Hoag has put its reputation as a trusted healthcare leader behind it. By participating in the HIE, doctors at the hospital and in the community get medical information about you to better care for you. Here's how it works: when I refer you to another doctor, you no longer have to carry your health information with you. Instead, I will send that information to the other doctor through the HIE and he/she will be able to know more about you when you arrive at your appointment. Not only does this help us care for your health, it saves you time and lessens your out-of-pocket costs.

We want to assure you that the system is very safe and secure. My practice and I make every effort to protect your health information. Only those who treat you will be allowed to view your test results and medical reports. The HIE complies with our Notice of Privacy Practices. Some time ago, you were given a copy of this notice at our office. You can request another copy of the notice at any time.

All participants in the HIE take their obligation to protect your information very seriously. They must adhere to the requirements of the Health Insurance Portability and Accountability Act of 1996, as amended ("HIPAA"); and other applicable law.

Here are some reasons to participate in the HIE:

- When your doctor sends you for a test, the HIE helps you by delivering your test results to your doctor safely and quickly.
- Your doctor gets test results as soon as they are ready. If the test tells us that something is wrong, we know sooner and can better care for you.
- If you have an accident and end up in the emergency room unable to speak, your doctor may access lifesaving information through the HIE.
- The HIE protects your health information better than paper charts by tracking who has looked at your information. You can request a report from the HIE that tells you who has looked at your information.

You have the right to "opt out" of the HIE. If you opt out, the information about you will not be shared. By completing and sending in the enclosed Opt-Out Request Form, you will prevent your doctor(s) from having access to medical records about you through the HIE.