

AUGUST 20, 2013 MINUTES
PATIENT CHOICE AND MEANINGFUL DISCLOSURE WORKGROUP:
MEANINGFUL DISCLOSURE AT THE HIE WEBSITE SUBGROUP, OF THE
GOVERNING BOARD OF THE ILLINOIS HEALTH INFORMATION EXCHANGE
AUTHORITY

The Illinois Health Information Exchange Authority, pursuant to notice duly given, held a meeting of the Meaningful Disclosure at the Health Information Exchange subgroup of the Patient Choice and Meaningful Disclosure Workgroup at 1:43 p.m. on August 20, 2013 at the James R. Thompson Center, 100 W. Randolph St., Chicago, Illinois 60601.

Participant Name	Participant Representation
Danny Kopelson	Office of Health Information Technology
Glenn Susz	APP Design
Howard Lee	Wirehead Technology
Jodi Sassana	MCHC MetroChicago HIE
Sarah Kanig	APP Design

Danny Kopelson, Subgroup Chair, called the meeting to order at 1:43 p.m. Introductions of the committee members present followed.

Review of the Minutes

The minutes for the July 24th and August 7th meeting were reviewed and approved by the subgroup.

Review of Meaningful Disclosure FAQs

Danny Kopelson described the state of the discussion thus far. He suggested that the subgroup review what has been drafted up to this point and the members agreed. Howard Lee presented the changes that he made to the draft sent out by Danny Kopelson. Howard Lee suggested that testimonials included in the toolkit should be put directly on the website. He argued similarly for having videos directly on the website instead of links, in an attempt to unbury important consumer information. Danny Kopelson agreed and added that perhaps the ONC video should be added before the FAQs. Howard Lee also thought that photos should be added to break up the content or to warm up the content. Jodi Sassana mentioned that the website should be tailored to those who are seeking the information, and the content should not be diminished by the surrounding photos. Glenn Susz supported her claims.

Danny Kopelson agreed that the audio and video clips should be put up front and the subgroup thought that as for the photos, more is less. The group also discussed adding patient/provider health IT stories on the front page. Jodi Sassana stressed putting on the front page the bare minimum of what is required to enhance clarity. Glenn Susz supported Jodi's statement with a suggestion of a more consumer friendly name for the toolkit, such as 'resources.'

The Subgroup continued on to discuss the language of the FAQs. Glenn Susz presented revision that he and Sarah Kanig had drafted. They presented a document with ten adapted questions. The subgroup decided to go through the draft that Danny Kopelson drafted as well as the document that APP Design presented.

Danny Kopelson explained that the ILHIE product, bi-directional exchange, has been named EHR Connect. The group discussed that the first two questions should be ‘What is ILHIE’ and ‘What is EHR Connect.’ The subgroup then discussed the wording of the questions. Danny Kopelson described that these first two questions should be answered succinctly so not to take away from the important information.

The Subgroup then moved on to discuss question 3. Sarah Kanig suggested that the question be worded as ‘How does ILHIE help your doctor.’ This would be a way to describe the benefits of the service in a patient focused way. Kanig adapted the question from a Mississippi HIE FAQ and argued that the question should read as more patient centric, as to illustrate how the patients will see the situation and benefits. The subgroup thought that the FAQs should divert away from describing Health IT because the patients do not sufficiently interact with it.

Danny Kopelson talked about adding the benefits of a patient’s medications and prescriptions in the exchange but the subgroup thought that it might make the FAQs too convoluted.

Danny Kopelson briefly mentioned the editing process for the FAQs and the changing nature of some of the content that's needs to be included, such as the state of the specially protect information opt-in/out process. Howard Lee described what he has drafted on the subject. Danny Kopelson agreed with what he had but the subgroup must wait for specific instruction for the Specially Protected Health Information subgroup. Glenn Susz described a possible solution to describing sPHI in the FAQs, perhaps a separate specialized page for the information is needed.

Danny Kopelson discussed the chart that has been mentioned in previous meetings. The group agreed to add the chart for simplicity. The group then discussed how to best integrate the forms required for the opt-in/out process. There were no conclusions made because of the lack of input from other subgroups.

Danny Kopelson directed the subgroup to discuss the next questions, starting with number four, ‘Where does the health information come from.’ Sarah Kanig was unsure whether to include Emergency Departments in the questions. Danny Kopelson supported to inclusion. The subgroup also made a quick wording change.

Concerning question five, Howard Lee stressed that if HIPAA is mentioned, it should be explained. The subgroup concluded not to include a mention of HIPAA.

The subgroup discussed the next few questions. They discussed possible consolidation of the questions into other, creating fewer, questions. Danny Kopelson then mentioned his thought process behind Opt-in/out information. He thought that the information should be separate than but after the FAQs.

Draft – 08/28/13

Howard Lee thought to add instruction for parents regarding opt-in/out for their children. Danny Kopelson said he would review the forms and add something if it is not clearly laid out on the forms.

Danny Kopelson then talked about the selling points for the service. How threatening the wording can be depends on the conclusion of the Break the Glass subgroup. He then discussed requiring a notary for the opt-in/opt-out procedure, or having the physician/provider request it for the patient. Danny Kopelson reviewed the opt-in/out information sheet further. The subgroup agreed with Kopelson's language with minimal word changes.

Moving Forward

Danny Kopelson explained the plan moving forward. He plans to make the revisions discussed, add the mentioned chart and then send it out to the subgroup members. With responses to the revisions within five business days, Kopelson will make more revisions for a draft to be discussed at the next meeting, September 4th.

Meeting Adjournment

The meeting was adjourned by Danny Kopelson at 2:59 p.m.

Submitted by Galen Ryan

Reviewed by Elizabeth LaRocca