

Approved By: Board of Directors	Adopted Date: 2/6/18
Distribution: All Staff	Revision Date(s):
Category: Administration and Governance	Reviewed Date(s): 6/22/20

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**Notice:** Under the federal Health Insurance Portability and Accountability Act (HIPAA), those provisions of HIPAA concerning the privacy and confidentiality of a person's confidential health information "give way" to those California state law provisions, and other federal provisions, that are more stringent than HIPAA

**ODCHC staff should follow California law or other federal law if it provides greater protection than HIPAA. If you are unsure which law to follow please contact your immediate supervisor or the Privacy Officer.**

#### PURPOSE:

Open Door Community Health Centers offers a patient portal Web site to provide patients and their authorized family members or proxies the opportunity to enroll in a secure, confidential and easy to use portal that provides access to portions of the patient's medical record. This policy outlines important information about the use of the patient portal.

#### DEFINITIONS:

**Activation:** The patient process of activating the enrollment.

**Enrollment:** The process in which the patient sets up the account.

**Pass Code:** A secure code sent to the patient for the initial sign up.

**Portal:** A secure web based site where patient electronic protected health information can be accessed or patient/provider communication can occur. ODCHC's patient portal is OCHIN My Chart.

**Proxy Access:** An individual who has been given access to the patient's electronic protected health information by the patient.

#### POLICY:

The Web based patient portal for Open Door Community Health Centers, OCHIN MyChart, is a secure, confidential, and easy to use method for patients to gain access to portions of their electronic protected health information.

Patients can view their portal accounts anywhere they have internet access. They can review parts of their medical record, request appointments and receive appointment reminders, cancel appointments, access important health information, view their medication list, request prescription refills and referrals, review immunization records, see test results, obtain educational information and maintain account information.

All electronic communication with patients must occur through OCHIN MyChart patient portal. Patients are informed medical information will never be sent to an email address, but all medical information will be communicated through the OCHIN MyChart portal.

All patients are advised, through the enrollment letter and on the log in page of the patient portal to not communicate urgent medical issues or anything that requires immediate attention. Patients are informed to call 911 in an emergency.

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#### Patient enrollment:

- A patient who is receiving care at ODCHC may enroll in OCHIN MyChart by:
  - Self-enrollment
  - Via an email or letter by health center staff informing them of the process to enroll
  - Immediate activation in the exam room
- The pass code for enrollment will be valid no more than 60 days
- ODCHC provides support via direct phone line (707) 825-4286 or via email at [mychart@opendoorhealth.com](mailto:mychart@opendoorhealth.com)

#### Proxy Access:

- Patients age 0-11 have a Proxy who is either a parent or guardian.
- At age 12 the proxy access is turned off.
- Patients at 12-17 years old do not have the option to designate a Proxy.
- Adult patients may give access to a Proxy through using ODCHC form #65.
  - Proxies are able to see all health information including sensitive information on pregnancy, STI treatment, alcohol or substance abuse treatment, genetic testing, mental health or HIV.
- Parents or guardians may grant access to a Proxy, for a patient under 12 years old, through using ODCHC form #66.

#### Deactivation:

A portal account may be deactivated for the following reasons:

- A patient reaches age 12
- A patient requests a deactivation
- A Proxy change is requested
- A patient terminates care
- ODCHC discharges the patient
- A patient violates the portal terms, uses abusive language, or uses the portal for emergency purposes
  - If the patient has used abusive language a Consolidated Situation Report should be completed and routed to the Site Administrator
- A patient is deceased

#### **REFERENCES:**

California Hospital Association, *California Health Information Privacy Manual, 2017*  
 HIPAA rules and regulations, 45 CFR 164  
 County of Sacramento, *HIPAA Privacy Rules Policies and Procedures, September 23, 2013*  
 Shasta Community Health Center, *Patient Portal Policy and Procedure, 03-28-2013*

#### **ASSOCIATED DOCUMENTS:**

ODCHC Form #65 MyChart Adult to Adult Proxy Form  
 ODCHC Form #66 MyChart Adult to Child Proxy Form

**AG.608 PATIENT PORTAL**

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*ODCHC Form #67 MyChart Teen Access Form*

**KEYWORD TAGS:**

*Patient, portal, access, MyChart, proxy, Care Partner, HIPAA, HIPPA, deactivation*