**PATIENT TALKING POINTS FOR INTAKE STAFF**

*This document is intended to provide participating organizations’ intake staff with key patient talking points about their participation with HealthInfoNet and Maine’s statewide Health Information Exchange.*

What Is HealthInfoNet?

* HealthInfoNet is a secure computer system that is used by the providers who care for you.
* HealthInfoNet’s system consolidates information about your health care events into a single, comprehensive electronic health record so that you and your providers are informed about the care you receive.
* HealthInfoNet’s system makes it easier, faster, and safer for your providers to share your health records compared to traditional methods such as fax, email, and mail.

What Is In My Record?

* Your HealthInfoNet record contains information recorded by your providers during your care visits.
* Depending on the reason for your visit, your HealthInfoNet record may include your diagnoses, procedures, medications, allergies, test results, and other important documentation.
* Your record also includes your demographics, like your name, date of birth, and primary address, so that your providers can best identify you upon presenting for care.

How Is My Record Safe?

* HealthInfoNet takes every precaution to keep your record safe and secure.
* Your health information that is stored in HealthInfoNet’s computer system is never sold or added to mailing lists and is only accessible in HealthInfoNet’s services to your providers.
* You can always request a report of which providers viewed your HealthInfoNet record by completing HealthInfoNet’s Patient Record Access Request form. You can download this form online by visiting the following webpage: www.hinfonet.org/for-patients/

Why Should I Share My Information?

* The services that HealthInfoNet shares with your providers help them improve the quality and safety of care that you receive, especially in the case of an emergency.
* Your HealthInfoNet record is used by your providers to help them focus on what matters most to get you well again.
* While your HealthInfoNet record may help your providers make fewer mistakes, request fewer repeat tests, and find other improvements in the care you receive, your choice to share your information with HealthInfoNet is voluntary.

What Are My Choices For Participating In HealthInfoNet?

* You are not required to share your health information with HealthInfoNet for inclusion in its computer system.
* HealthInfoNet’s **opt-out form** should only be completed if you DO NOT want to share ANY of your health information with any of your health care providers using HealthInfoNet’s system.
  + If you do not submit this form, your general medical information, such as your visits, active conditions, allergies, pharmacy prescription history, diagnoses, or lab and test results, will be made available to all of your health care providers using HealthInfoNet.
* You do not need to make any decisions at this time. You can take this paperwork home and think about it, or we can talk more about it if you’d like. For a full description of consent choices, see the table below.

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| --- | --- |
| Your Choices | Your Actions |
| I do want to share my general medical information with HealthInfoNet. | No action needed. Your general medical information is automatically shared with HealthInfoNet by any of your providers that participate with HealthInfoNet.  *Note: If you have previously opted-out of sharing your general medical information but want to share this information with HealthInfoNet again, please view the “opt-back-in” choice below.* |
| I do not want to share my general medical information with HealthInfoNet. | You will need to “opt-out” of sharing your general medical information with HealthInfoNet by either (a) printing and mailing or (b) submitting online a consent form. |
| I do want to share my general medical information with HealthInfoNet again after previously having opted-out. | You will need to “opt-back-in” to sharing your general medical information with HealthInfoNet by either (a) printing and mailing or (b) submitting online a consent form. |
| I do want to share my mental health and/or HIV information with HealthInfoNet. | You will need to “opt-in” to sharing your sensitive health information with HealthInfoNet by either (a) printing and mailing or (b) submitting online a consent form. |
| I do not want to share my mental health and/or HIV information with HealthInfoNet after previously having opted-in. | You will need to “opt-out” of sharing your sensitive health information with HealthInfoNet by either (a) printing and mailing or (b) submitting online a consent form. |