

Methodist Le Bonheur Healthcare FAQ for 21st Century Cures Act

- **What is the Cures Act? Why is it happening now?**

The rule change, known as the ONC (Office of National Coordinator) Cures Act Final Rule, is part of the 21st Century Cures Act. It is designed to give patients more control over their health information. This part of the regulation (also known as the Information Blocking Act) is designed to help provide patients access to their electronic medical record. The final rule was published in May 2020 with an effective date of April 5, 2021.

- **Why am I seeing prior medical results in my patient portal?**

Keeping you well-informed about your health and medical history is very important to us. We believe it will help us become better partners in care, increase your satisfaction with your care and be better prepared with important information. We want you to have the best experience possible in our facilities and clinics.

Each of our patient portals shows historical information differently. Different versions will show as much historical information depending on its capabilities.

- **How do I sign up for my patient portal?**

Different patient portals are available for our different services. Ask your provider about which portal will work for you. You can sign up for any of our adult portals at Methodist Le Bonheur go to <https://www.methodisthealth.org/patients-guests/Patient-Portal-Access/>.

For pediatric access go to <https://secure.lebonheur.org/apps/mymlh/login/>.

- **What if I have questions/concerns about the meaning of some of the information I see?**

Nothing has changed. If you have questions/concerns regarding your health information, the easiest way is to reach out to your provider or nurse via a patient portal message or contact the clinic. If you are in the hospital, reach out to your provider.

- **What can I do if I feel a provider has made an error in one of my notes or I feel there is an error with one of the results?**

If you feel like there is an error in your record, we recommend you first go to your provider, either as a request through the patient portal messaging system or by calling

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their office. If the question is about a hospital record and you are no longer in the hospital, please contact the Centralized Release of Information Department at 901-516-1046.

- **If I receive a test result that does not make sense to me, what options will I have for reaching my provider or someone who can help explain it to me, especially if it looks to be an important or life-changing diagnosis?**

Because our patient portal releases results to you immediately as they are received, you may see results before your healthcare provider sees them. Test results may be difficult to interpret and your provider will contact you to discuss your results. But, if you have any questions at any time, you can always reach out to your provider using the patient portal messaging system or call the clinic.

- **If I have an immediate question/concern that requires me to speak to a provider after-hours, what can I do?**

- If you have a concern that cannot wait, you can call the clinic number after hours to reach the central call center. They will be able to reach out to the on-call provider for your clinic. It's usually better if you can wait to discuss any questions with your specific provider and staff the next day. They are more familiar with your specific situation. If it is an emergency, dial 911.

- **What if I have questions/concerns about the meaning of some of the information I see?**

If you have questions/concerns about your health information, please reach out to your provider via the patient portal message system or call the clinic.

- **Where on my patient portal will I find all this newly added information?**

HealthLife, FollowMyHealth, and Healow all have slightly different areas where you might find this information. For the most part, there will probably be more notes and records than you are used to seeing, so you may have to make some additional selections or use search options. If you can't find the information you are looking for, reach out to your provider.

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- **Will there be a message/notification when my past results are available?**

You will NOT receive a notification. You will start to see more information March 30th when you login to your patient portal.

- **What's included in "clinical data" released on March 30th**

The Act applies to all encounter types—Ambulatory, Inpatient, Outpatient Surgery, Emergency Department, etc. Clinical documents as outlined by the United States Core Data for Interoperability (USCDI) include:

Clinical Notes

- Consultation Notes
- Discharge Summary
- History & Physical
- Imaging Narratives
- Laboratory Reports Narrative
- Pathology Reports Narrative
- Radiology Reports Narrative
- Procedure Notes
- Progress Notes

Discrete Data Components

- Labs, Microbiology
- Problems
- Allergies
- Medications
- Immunizations
- Assessment and Plan of care
- Care Team Members
- Health Concerns and Goals
- Procedures
- Vitals
- Implantable Devices

Clinical Data NOT shared in our patient portal(s):

- Patients will not be able to see Psychotherapy notes

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- Patients will not be able to see documents our systems cannot produce on the patient portal for various reasons
- If information is not available on the patient portal, patients may request that information through our medical record request process, available on our website at: <https://www.methodisthealth.org/patients-quests/medical-records/>

- **If I am hospitalized, will all notes, tests, etc. also be automatically uploaded into my HealtheLife portal?**

Yes, as soon as a provider signs a note or after a test results is available, it will be automatically uploaded into your HealtheLife portal. This includes Methodist Le Bonheur Clinics, hospitals (inpatient, emergency department, outpatient surgery) or any outpatient services.

- **What tools will I have when looking through years of records in my patient portal?**

For each patient portal, HealtheLife, FollowMyHealth, or Healow, there is a slightly different method for searching through your records. Each one focuses on your most recent data first.

- **Will absolutely everything be auto released into my patient portal, or will some things be omitted? And if so, why?**

While almost everything is automatically released, there are a few exceptions.

- A few are related to functionality limits in the specific Electronic Health Record System. Not all systems can release all data (yet).
- Patient record and notes in the hospital setting are released automatically and immediately. You may actually find that you get information on the patient portal even before your doctor sees it.
- A few lab results aren't available in the patient portal because they pose privacy and patient safety situations for adolescent patients.
- Notes can be held out of the portal when there is clear evidence that serious harm will come to a patient or provider. These situations are rare. Our intent is to share information as soon as it's complete.
- You can reach out to the Release of Information department for records that you can't find on the patient portal here: <https://www.methodisthealth.org/patients-quests/medical-records/>

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- **How can I share this information to another provider outside the Methodist Le Bonheur Healthcare System?**

You can share your record in multiple ways depending on the specific patient portal. Each one has a way to electronically share information with your provider. Many providers in the area have access to your healthcare information through a National Healthcare Network that we share with on your behalf.

- **Can I download and print the information in my patient portal?**

Yes.

- **Is there a technical support phone number/email I can contact if I need help?**

Each portal has a different support system. Please call or use the patient portal messaging system to contact your provider.

If you are in the hospital, reach out to your nurse for assistance.

- **What if I want to read the regulation for myself?**

There is a lot of information regarding the 21st Century Cures Act on the internet. We recommend you start at the official government site:

<https://www.healthit.gov/curesrule/overview/about-oncs-cures-act-final-rule>