



# HEALTH INFORMATION EXCHANGE



## What is the CareConnect HIE?

The CareConnect Health Information Exchange (HIE) enables the secure exchange of patient health information between medical aids, hospitals, doctors and other health professionals to improve the speed, quality, safety and cost of healthcare.

### How will the CareConnect HIE help me?



The CareConnect HIE lets your doctors and other health professionals have access to a complete view of your health records when treating you, enabling better care and better outcomes.



A single, unified, electronic health record allows for better care coordination between the health professionals who are responsible for your care and treatment.



Instant access to key information assists health professionals make crucial decisions quickly and to provide the best possible care.



Health information exchange can mean the difference between life and death in an emergency or when travelling, as your treating doctor can access critical, up-to-date health information wherever you are, in real time, on any device.



When you are admitted to hospital, admissions personnel can access all necessary administrative details via the CareConnect HIE, reducing paperwork and minimising anxiety during what can be a stressful time for you and your loved ones.



Should your contact details change, updating them once via the CareConnect HIE eliminates the risk of those treating you from having your outdated information.



The CareConnect HIE will assist in reducing duplicate and unnecessary testing, thereby helping to reduce your healthcare costs.

### How secure is my information?

Confidentiality and security of information are paramount to the CareConnect HIE and have been built into the system's architecture. To ensure that information remains safe and secure, CareConnect complies with the most stringent local and, where applicable, international laws governing privacy of information.

### Who can access my information?

Your information remains protected at all times and may only be accessed by verified medical practitioners and other authorised individuals when medically necessary, and only with your consent.

This means that the system grants access permissions based on the user's role in the healthcare industry. For example, a pharmacist or nurse would not have access to the same level of clinical information as a treating doctor. Administrative staff will have access to your demographic data but may not access your clinical or medical information.

You may revoke your consent at any time.

Without your consent, your information will not be accessible to those healthcare providers who treat you. You maintain full control over your personal information and you may withdraw your consent at any time, for any reason, such that your information will be removed from the HIE and can no longer be shared.

*For more information, please visit our website at [www.careconnecthie.org](http://www.careconnecthie.org) or send an email to your hospital or medical scheme administrator.*