

WHO CAN ACCESS A PATIENT'S INFORMATION?

Patient information will only be accessed by authorised users. This means that only healthcare professionals and associated support staff who treat the patient will have access to their information.

Furthermore, the access to patient information is dependent on the specific role of the user. For example, an administrative person will not be permitted to access the patient's clinical information but will have access to their demographic information.

HOW IS THE PRIVACY AND SECURITY OF PATIENT INFORMATION PROTECTED?

Information security and confidentiality of information are of utmost importance to CareConnect. As such, all applicable laws governing the processing of personal information; the protection of personal information; patient / member consent; and data protection are complied with.

These laws include the Protection of Personal Information Act (POPIA); the Medical Schemes Act (MSA); the National Health Act (NHA); and where applicable, the General Data Protection Regulations (GDPR) of the European Union.

A REAL WORLD EXAMPLE:

An emergency admission when the patient is unable to speak for themselves and patient consent has been provided:

In the case of an emergency admission when a patient is unconscious or has had a stroke, the treating doctor will have immediate access, through the CareConnect HIE, to vital information such as medicines that the patient is taking; their age, allergies they may have; a list of previous hospital visits and other vital information, to be able to appropriately treat that patient.



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INFORMATION LEAFLET



CareConnect Health Information Exchange (HIE)



WHAT IS THE CARECONNECT HIE?

The CareConnect Health Information Exchange (HIE) is the first of its kind in South Africa and was founded jointly by Discovery Health, Life Healthcare, Mediclinic, Medscheme, Momentum Health and Netcare, who together represent a significant proportion of the South African private health sector.

The CareConnect HIE provides a hub through which clinical and patient information can be exchanged electronically between doctors, hospitals and medical schemes to improve quality of care, health outcomes, patient safety and administration efficiency.

Many health systems internationally make use of HIE's to enable health providers and health funders exchange patient information to provide better care more efficiently.

The CareConnect HIE will enable healthcare providers to quickly access patient and clinical information from various sources to:

- improve health outcomes
- improve patient care coordination
- reduce healthcare costs through, for example, eliminating unnecessary and duplicate tests.

A thorough understanding of HIE and the benefits that this provides to the patient and the health system will place hospital personnel in a better position to assist patients during the hospital admissions process.

HOW WILL THE CARECONNECT HIE ASSIST WHEN ADMITTING A PATIENT?

The CareConnect HIE will enable hospital personnel to immediately verify medical aid membership of the patient. After entering the patient's name and ID number, the HIE will return verification of the patient's medical scheme membership and option, and whether the patient's option covers the services that he/she needs.



Exchange of information through the CareConnect HIE

WHY PATIENT CONSENT IS IMPORTANT:

Patient consent is necessary for the sharing of health and demographic information between healthcare providers. By providing consent, the patient is permitting their personal and clinical information to be used by authorised healthcare providers to work together more efficiently to provide the care that they need.

WHEN MAY PATIENT INFORMATION BE SHARED?

CareConnect HIE may only facilitate the sharing and accessing of a patient's personal information through the HIE if the patient has provided valid consent to the participating hospital to do so. Without this consent, the patient's information will not be shared and will not be accessible to those healthcare providers who treat them.

Patients may choose to withdraw their consent at any time such that their information will no longer be shared.

WHY IS THE CARECONNECT HIE IMPORTANT FOR PATIENTS?

The CareConnect HIE enables healthcare providers to quickly access patient and clinical information from various sources in the interest of reducing treatment time delays; improving health outcomes; improving coordination of patient care across multiple doctors and specialists; and reducing healthcare costs.

Benefits for patients include:

- Healthcare providers have access to critical clinical information at the right time.
- Real time communication between health service providers, health facilities and medical schemes in the interest of patient safety and improved health outcomes.
- Improved care coordination between the patient's various healthcare providers.
- Avoiding duplicate and unnecessary testing thereby reducing costs.
- Reducing the amount of forms and paperwork that doctors and patients must complete.

WHAT INFORMATION WILL BE AVAILABLE?

When a patient is admitted, the following information will be available to the treating doctor:

- A list of previous hospitalizations;
- Discharge diagnoses for each hospitalisation (ICD-10 codes);
- Other episodes of care (recorded at participating hospitals);
- Co-morbidities (ICD-10 codes);
- Chronic medications; and
- Recently dispensed medicines claimed for from the medical scheme.