



October 27, 2020

Please take a moment to review important information below regarding changes to the availability of your health information in MyWVUChart.

At WVU Medicine, we are committed to facilitating patient engagement in healthcare. The MyWVUChart solution has enabled thousands of patients to be more connected with access to clinical information, the ability to schedule appointments, message the care team, connect via video visit, and much more.

The 21st Century Cures Act has led to new requirements for sharing health information electronically with patients. Specifically, health systems and providers are required to share clinical documentation and results without significant delay. There are some exceptions related to risk for harm, privacy, security, and other issues. You can read more about these here:

<https://www.healthit.gov/topic/information-blocking>

On November 2, 2020, WVU Medicine will make changes to the way clinical information is shared via MyWVUChart.

- Most healthcare provider notes will be shared after they have been signed.
- Most results will be shared after they have been finalized.
- Patients will have options for controlling how much information others (proxies) can see.

### Understanding Your Clinical Information

Some notes and results may be difficult to understand and/or may prompt further questions. You can contact your healthcare provider's office via MyWVUChart with non-urgent questions about your record and results. Please allow time for responses though. WVU Medicine providers will continue to communicate the significance of results as they do today, even though you may see those results before they have a moment to address them.

### Result Notifications

Automated e-mail and text message "tickler" notifications for new results will be deactivated with these changes. Patients who wish to receive these notifications will be able to re-activate them by adjusting their personal settings on the MyWVUChart website. (Profile/Notifications/MyChart Health).

The screenshot shows the MyWVUChart website interface. On the left, a navigation menu includes 'messaging', 'Billing', 'Resources', and 'Profile' (highlighted with a red box). Below this, 'Preferences & Info' is expanded to show 'Personalize' and 'Notifications' (highlighted with a red box). On the right, a 'Choose how you would like to receive MyWVUChart notifications' panel is shown. It lists various notification categories: 'Appointments', 'Messages', 'MyChart Health' (highlighted with a red box), 'MyChart Billing Notifications', 'Clinical Questionnaire Series', and 'MyWVUChart Account Security'. Each category has icons for 'Email', 'Text', and 'Mail'.

## Our Commitment to the Privacy of Your Health Information

WVU Medicine is committed to sharing your health information, but also understands the sensitivity of your personal health information. As a patient, you have a right to keep sensitive information protected from the view of others.

Within MyWVUChart today, patients can give access to "proxies." A proxy may be a parent, spouse, partner, grown child, or adult caretaker. Historically, proxies have had access to all information that the patient can see in MyWVUChart. With the new requirement to share more information, WVU Medicine will be providing 2 options for information seen by those with proxy access.

**Effective November 2, 2020, patients will have the ability to choose between 2 levels of access for proxy accounts: LIMITED and FULL.**

LIMITED	FULL (includes LIMITED components and:)
Allergies	Health Issues
Immunizations	Medications
Schedule/view appointments	Clinical Notes
Pay bills	Results
Message provider/care team	

We highly recommend that patients review the **Share My Record-Friends and Family Access** section in MyWVUChart to confirm which individuals have access to their records and determine which level of access those individuals have. Patients who wish to change access for a proxy will be able to make changes on the MyWVUChart website (Health/Share My Record/Friends and Family Access).

The screenshot shows the MyWVUChart interface. In the top navigation bar, the 'Health' icon is highlighted with a red box. Below it, the 'Share My Record' option is highlighted with a red box in the left-hand menu. On the right side, a panel titled 'How do you want to share your information?' is shown. The 'Friends and family access' option is highlighted with a red box, with the subtext 'Control who can view your information, and whose information you can view.' Below it, the 'Download or send your record' option is visible.

## Age Based Considerations

WVU Medicine encourages family or team based care whenever possible, which may involve use of proxy accounts to facilitate care. We understand that some circumstances warrant greater privacy for the patient. West Virginia State Law protects the confidentiality of certain clinical information for minors. With these protections in mind, the following settings will apply to patients 18 and under.

### Under 10 years of age

The parent or legal guardian proxy will be given FULL proxy access until that patient reaches 10 years. When the patient reaches 10 years, the proxy access will be automatically deactivated.

### Between 10 and 18 years of age

All proxy accounts will automatically convert to LIMITED access on November 2, 2020. These patients will have the option to request FULL proxy access, but must consent to such access. When the patient reaches 18 years of age, the proxy access will be automatically deactivated.

**18 and older**

Existing proxy accounts will have FULL access on November 2, 2020. Patients can add, remove, or change access for any proxy account at any time via the MyWVUChart website.

**Proxy addition/removal**

Any patient older than 10 years of age can request or remove a proxy from their MyWVUChart account at any time through their personal MyWVUChart account. Providers can remove proxy and/or MyWVUChart access in emergent scenarios to protect the sensitivity of health information.

**Contact us with questions**

If you are experiencing any issues with the changes above or need any assistance with your MyWVUChart account, please contact us at 1-866-982-4278 or email us at [mywvuchart@wvumedicine.org](mailto:mywvuchart@wvumedicine.org)

If you have questions about information not visible in MyWVUChart or regarding the accuracy of information displayed, please contact the WVU Medicine Enterprise Information Management department at 304-598-4110.

Thank you for your attention to this information. It is our pleasure to serve your healthcare needs.

Sincerely,

The WVU Medicine 21st Century Cures Act Workgroup