

Frequently Asked Questions about Security

➤ **Is Phoebe Patient Portal secure?**

Embedded Secure Sockets Layer (SSL) technology - a protocol that delivers server authentication, data encryption, and message integrity - ensures Phoebe Patient Portal messages can only be read by the facilities you have an online relationship with inside of Phoebe Patient Portal. Information transmitted via Phoebe Patient Portal can be trusted to arrive privately and unaltered to the server specified. The Phoebe Patient Portal service requires a sign-in ID and password, and can only be accessed by registered users.

➤ **What types of information might be stored on an EHR?**

Anything that can be stored on paper medical records can be stored in an electronic health record (EHR), but electronic records can be more comprehensive and flexible.

➤ **How secure are EHRs?**

Just like paper records, EHRs must comply with the federal Health Insurance Portability and Accountability Act (HIPAA), and other state and federal laws, so security must be built into the system. Unlike paper records, electronic records can be encrypted — using technology that makes them unreadable to anyone other than an authorized user — and security access parameters are set so that only authorized individuals can view them.

➤ **Will I know if my health information was misused?**

- As with paper health records, you should receive a notice of privacy practices upon a first visit to a provider or admission to a hospital. As specified by HIPAA, these notices describe how your protected health information is to be collected, used and transmitted for the purposes of treatment, payment and healthcare operations.
- HIPAA provides additional protections to psychotherapy notes maintained by mental health providers. These notes may not be disclosed for any purpose unless you provide a written authorization to do so. Please see more information on "sensitive information" below.

- If you believe that a person, agency or organization covered under HIPAA violated your (or someone else's) health information privacy rights or committed another violation of the Privacy Rule, you may file a complaint with the federal Office for Civil Rights. Individuals found in violation of HIPAA can be civilly and criminally prosecuted. For more information, <http://www.hhs.gov/ocr/privacy/hipaa/complaints/index.html>.

➤ **Does Phoebe Patient Portal share my health information with employers?**

No, Phoebe Patient Portal does not share health information with any employers. Additionally, the HIPAA Privacy Rule absolutely prohibits health care providers and plans from disclosing personal health information to employers without a patient's explicit, written authorization except as relates to a Workers Compensation Claim.

➤ **Can I request changes to my health record or other information included in Phoebe Patient Portal?**

Yes, you can request revisions and corrections to your health records by talking with your health care provider who is the owner/creator of the record in question.

➤ **Is some of my most sensitive health information provided extra protection?**

Certain kinds of health information, including mental health notes, substance use and genetic testing, are subject to additional legal protections. These additional protections may include a requirement that express written consent be obtained for each release of protected information and other requirements relating to the form of the consent or other information that must be provided to the patient at the time of consent.