Provide Patients Access to Their Health Information

Measure Details

Measure Description: For at least one unique patient seen by the MIPS eligible clinician: (1) The patient (or the patient-authorized representative) is provided timely access to view online, download, and transmit his or her health information; and (2) The MIPS eligible clinician ensures the patient's health information is available for the patient (or patient-authorized representative) to access using any application of their choice that is configured to meet the technical specifications of the Application Programming Interface (API) in the MIPS eligible clinician's certified electronic health record technology (CEHRT).

Numerator: The number of patients in the denominator (or patient authorized representative) who are provided timely access to health information to view online, download, and transmit to a third party and to access using an application of their choice that is configured to meet the technical specifications of the API in the MIPS eligible clinician's CEHRT.

Denominator: The number of unique patients seen by the MIPS eligible clinician during the performance period.

Scoring Information
- Required for PI Performance Category Score: **Yes**
- Measure Score: 40 points
- Eligible Bonus: No

Exclusions: N/A

Definitions

API: A set of programming protocols established for multiple purposes. APIs may be enabled by a health care provider or provider organization to provide the patient with access to their health information through a third-party application with more flexibility than is often found in many current "patient portals."

Provide Access: When a patient possesses all of the necessary information needed to view, download, or transmit their information. This could include providing patients with instructions on how to access their health information, the website address they must visit for online access, a unique and registered username or password, instructions on how to create a login, or any other instructions, tools, or materials that patients need in order to view, download, or transmit their information.

Timely Access: We define "timely" as within 4 business days of the information being available to the MIPS eligible clinician.

Unique Patient: If a patient is seen by a MIPS eligible clinician more than once during the performance period, then, for purposes of measurement, that patient is only counted once in the denominator for the measure. All the measures relying on the term ''unique patient'' relate to what is contained in the patient's medical record. Not all of this information will need to be updated or even be needed by the provider at every patient encounter. This is especially true for patients whose encounter frequency is such that they would see the same provider multiple times in the same performance period.
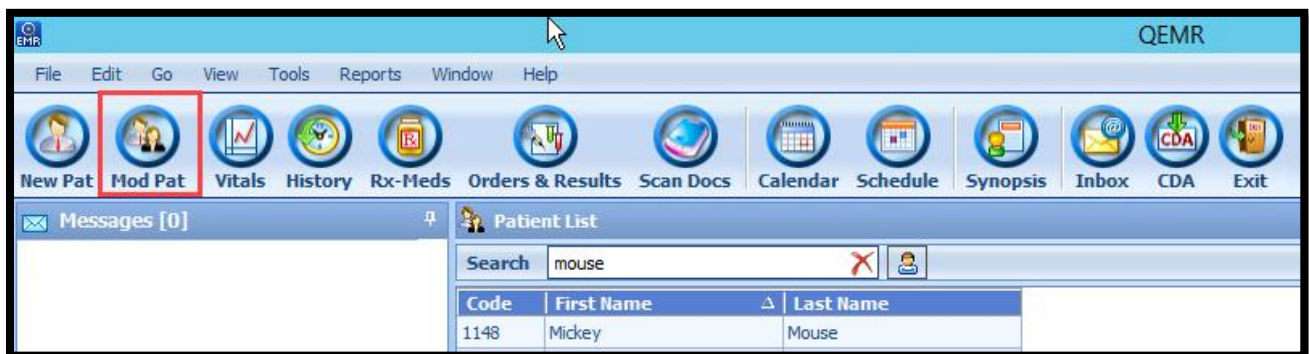
Set Up

Patient portal must be active to increment this measure.
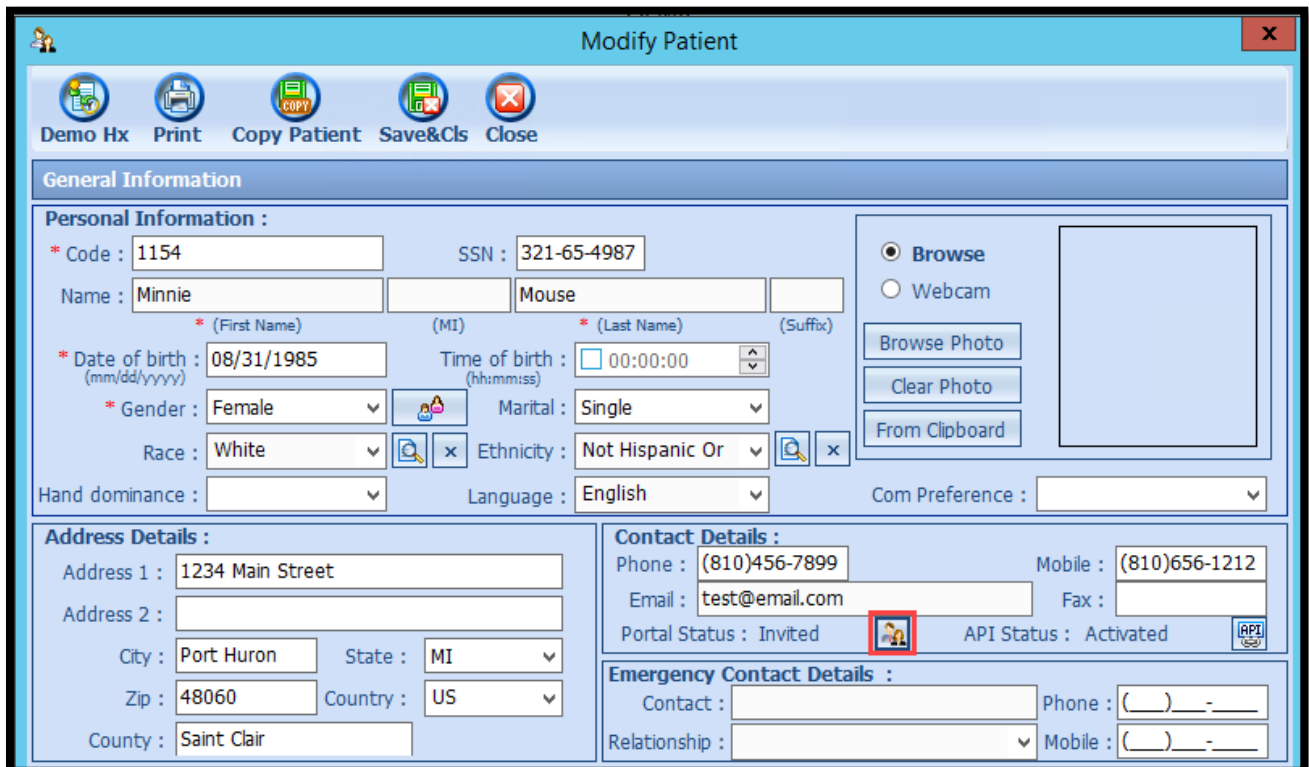
Workflow

Activate Portal and API

When a new patient is created and both EMAIL ADDRESS and ZIP code are present the patient portal invitation is sent, and API is automatically activated. To activate the patient portal, follow the steps listed below:

1. Click **Modify Patient** hot button from dashboard


2. Click **Patient Portal icon** next to Portal Status

3. <mark>IF PATIENT DOES NOT HAVE AN EMAIL</mark>
    a. <mark>Click OK to pop stating you must enter and email</mark>

4. Click **Quick Activate** hot button from Portal Account window
    a. Click **Yes** to pop up asking 'Do you want to quick activate the patient?'
    b. Click **Ok** to pop up informing 'You have activated the Patient successfully.
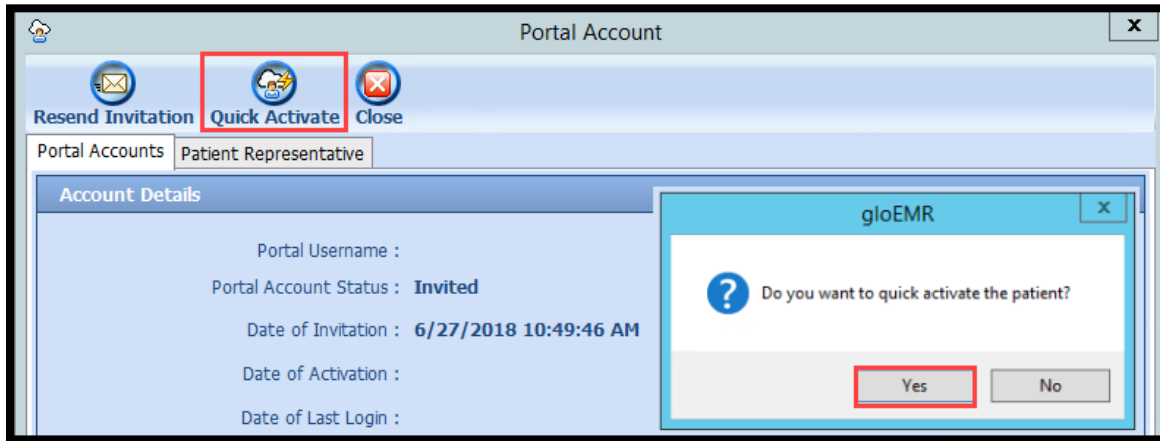
5. Select **Print** OR **Send email** to provide patient their patient portal login credentials
   a. Click **Close** hot button from Portal Account window
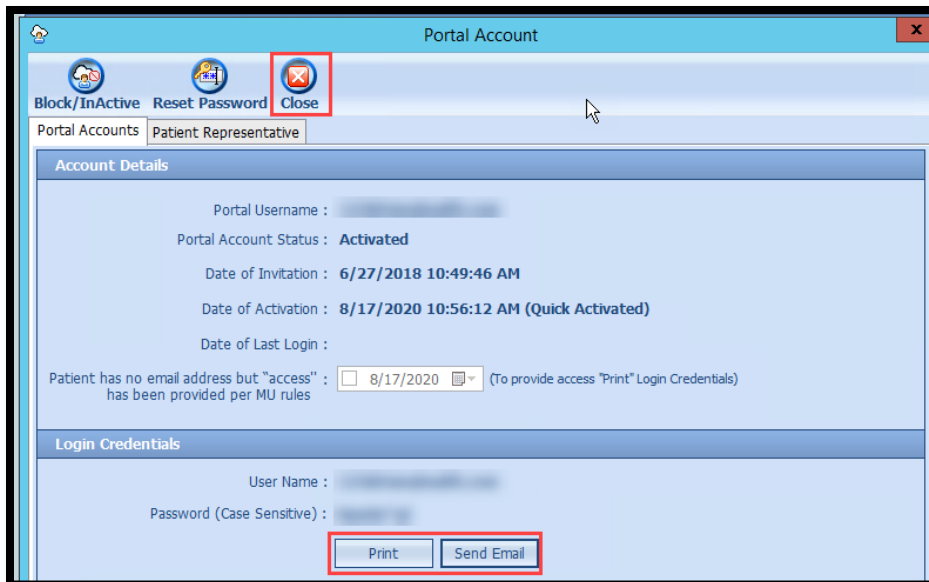
IF PATIENT DOES NOT HAVE AN EMAIL ADDERESS SELECT THE PRINT OPTION TO PROVIDE PATIENT WITH THEIR PATIENT PORTAL CREDENTIALS

Sending CDA

There are two ways to increment this measure, one it can be done **automatically** by sending the CDA to the patient's portal upon finishing of the exam or users can **manually** send the CDA to patients' portal. In both workflows the CDA must be sent within 4 business days of exam date to increment this measure.

Option 1: Setup for Automatic Sending of CDA

1. Open EMR Admin

2. Click **Settings** from the left side bar
   a. Click **CDA on Exam Finish** tab from Clinic Settings window
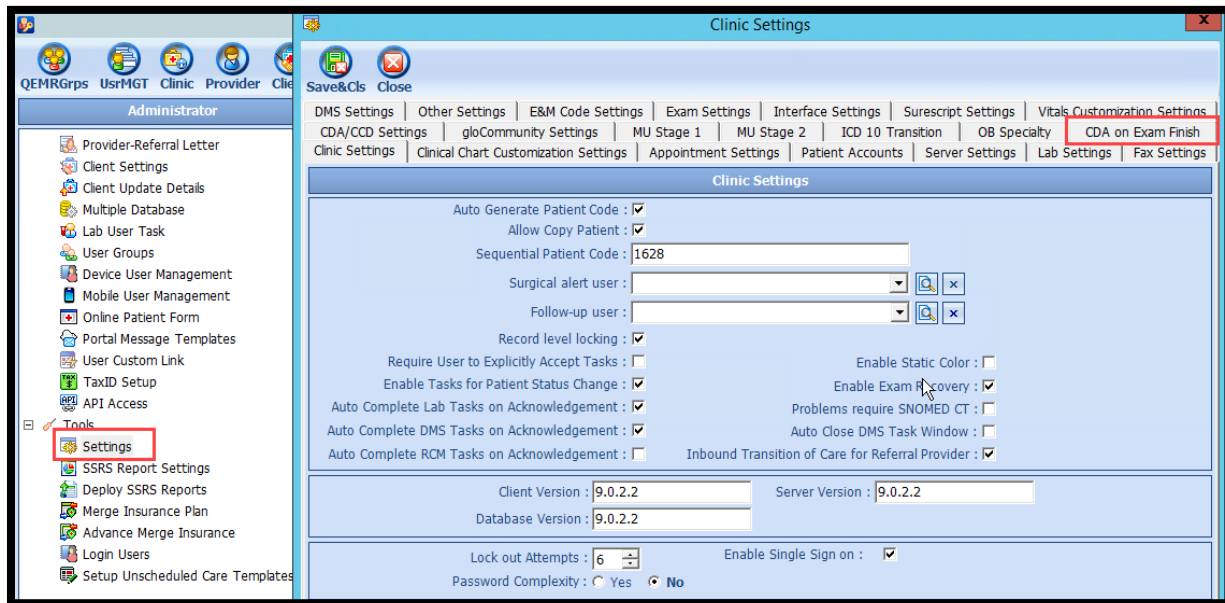
3. Place a **checkbox next the providers name** for which you would like CDA's to be automatically sent when their exams are finished **OR click Enable for all Provider** to select all providers in your practice
   a. Click **Save & Close** hot button from CDA on Exam Finish window
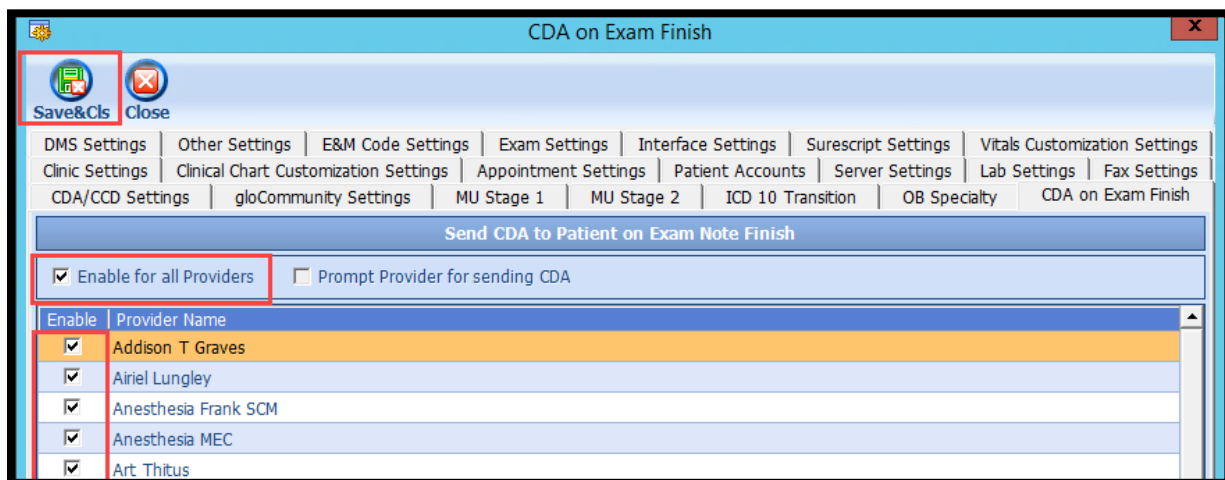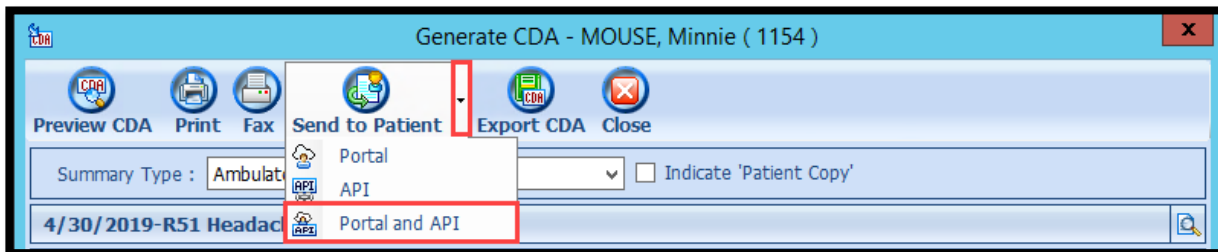

4. With this setting enabled a CDA will automatically send a CDA to patient portal and API upon completion of exam note

Option 2: Manually Send CDA to Patient Portal and API

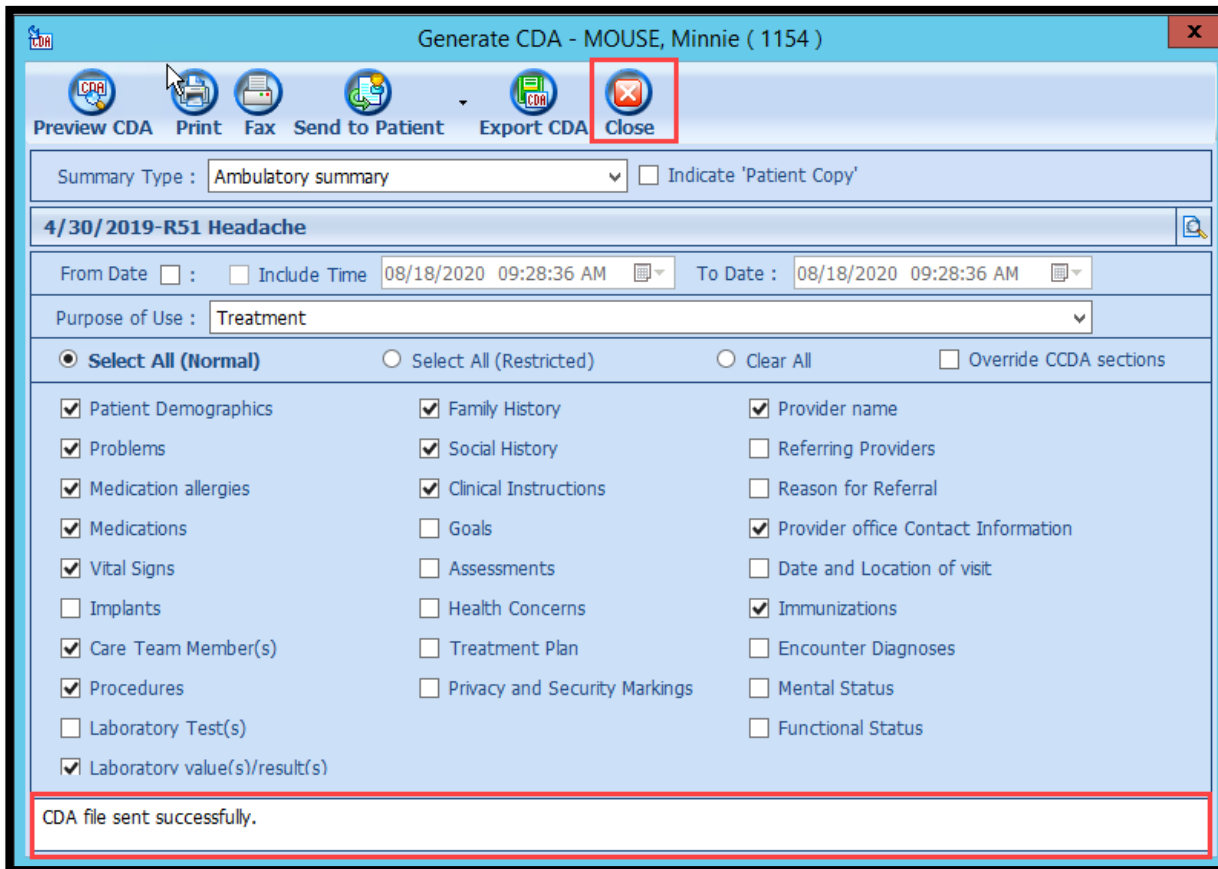1. Click **Gen CDA** hot button once all sections of your UNFINSHED exam are complete

2. Click **dropdown arrow** from Send to Patient hot button
   a. Click **Portal and API**

3. Click **Close** hot button from Generate CDA window after receiving CDA File sent Successfully message appears

4. Finish your exam utilizing your standard workflow