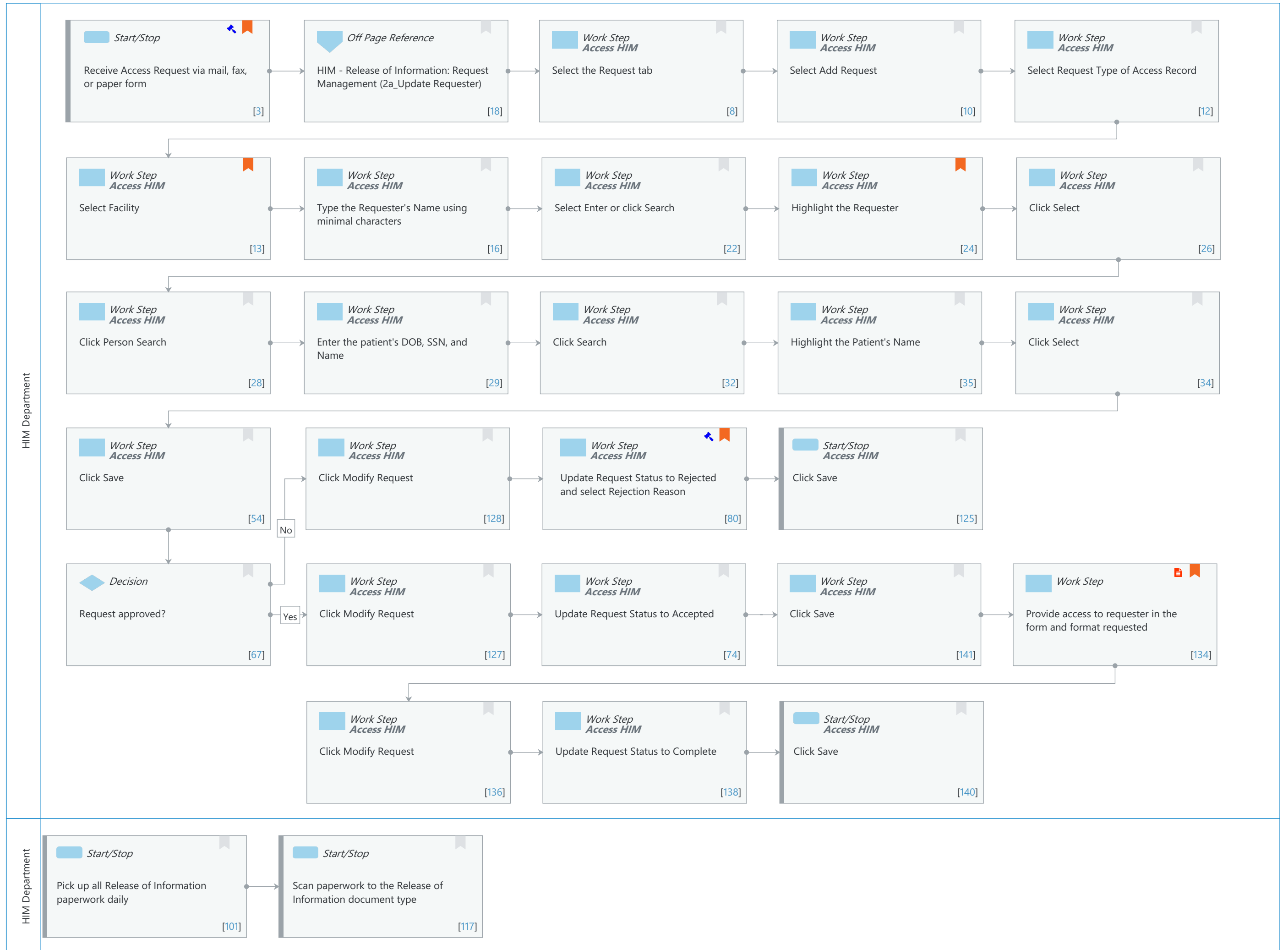


Future State: HIM - Release of Information: Request Management (PHIPA\_Access Record)

Cerner Workflow ID: 10735 (v. 12.0)

Client Workflow ID: 522

Last updated by Debbie Begin, Jan 26, 2024 5:17pm (UTC -4 hours)



## Future State: HIM - Release of Information: Request Management (PHIPA\_Access Record)

Cerner Workflow ID: 10735 (v. 12.0) Client Workflow ID: 522

Last updated by Debbie Begin, Jan 26, 2024 5:17pm (UTC -4 hours)

**Workflow Details:**

Workflow Name: HIM - Release of Information: Request Management (PHIPA\_Access Record)

Workflow State: Future State

Workstream: Post-Discharge/Post-Visit

Venue: Acute Care

Emergency Medicine

Perioperative

Client Owner:

Cerner Owner:

Standard: Yes

Related Workflow(s):

Tags:

**Workflow Summary:**

Service Line:

Related Solution(s): Cerner Document Imaging

Health Information Management

Project Name: Niagara Health System:OPT-0297674:NIAG\_CD Niagara HIS RFP

TestBuilder Script(s):

Cerner Workflow ID: 10735 (v. 12.0)

Client Workflow ID: 522

Workflow Notes: For the steps to configure and follow the workflow, see [Understand Access Record Workflow](#).

This workflow supports the HIPAA Privacy Rule, which states that patients have the right to access their medical records. The Request Management perspective in AccessHIM is used to log an Access Record request type.

Introduced By: WS 4

Validated By: WS 6

**Swim Lane:**

Role(s): HIM Department

Department(s): Health Information Management

Security Position(s): HIM - ROI

HIM - Managers

**Start/Stop [3]**

Description: Receive Access Request via mail, fax, or paper form

Step Impact: Regulatory

## Future State: HIM - Release of Information: Request Management (PHIPA\_Access Record)

Cerner Workflow ID: 10735 (v. 12.0) Client Workflow ID: 522

Last updated by Debbie Begin, Jan 26, 2024 5:17pm (UTC -4 hours)

Regulatory Details: Health Insurance Portability and Accountability Act (HIPAA)  
Information Blocking

Comments: The Privacy Rule requires a covered entity to provide the individual with access to the PHI in the form and format requested, if readily producible in that form and format, or if not, in a readable hard copy form or other form and format as agreed to by the covered entity and individual. See 45 CFR 164.524(c)(2)(i). If the individual requests electronic access to PHI that the covered entity maintains electronically, the covered entity must provide the individual with access to the information in the requested electronic form and format, if it is readily producible in that form and format, or if not, in an agreed upon alternative, readable electronic format. See 45 CFR 164.524(c)(2)(ii).

**Off Page Reference [18]**

Workflow Link: HIM - Release of Information: Request Management (2a\_Update Requester)

**Work Step [8]**

Description: Select the Request tab

Method: Access HIM

**Work Step [10]**

Description: Select Add Request

Method: Access HIM

**Work Step [12]**

Description: Select Request Type of Access Record

Method: Access HIM

**Work Step [13]**

Description: Select Facility

Method: Access HIM

Comments: Only one facility can be selected.

**Work Step [16]**

Description: Type the Requester's Name using minimal characters

Method: Access HIM

## Future State: HIM - Release of Information: Request Management (PHIPA\_Access Record)

Cerner Workflow ID: 10735 (v. 12.0) Client Workflow ID: 522

Last updated by Debbie Begin, Jan 26, 2024 5:17pm (UTC -4 hours)

**Work Step [22]**

Description: Select Enter or click Search

Method: Access HIM

**Work Step [24]**

Description: Highlight the Requester

Method: Access HIM

Comments: This step assumes that the user followed the workflow HIM - Release of Information: Request Management (2\_Add or Update Requester)

**Work Step [26]**

Description: Click Select

Method: Access HIM

**Work Step [28]**

Description: Click Person Search

Method: Access HIM

**Work Step [29]**

Description: Enter the patient's DOB, SSN, and Name

Method: Access HIM

**Work Step [32]**

Description: Click Search

Method: Access HIM

**Work Step [35]**

Description: Highlight the Patient's Name

Method: Access HIM

**Work Step [34]**

Description: Click Select

Method: Access HIM

**Work Step [54]**

Description: Click Save

Method: Access HIM

## Future State: HIM - Release of Information: Request Management (PHIPA\_Access Record)

Cerner Workflow ID: 10735 (v. 12.0) Client Workflow ID: 522

Last updated by Debbie Begin, Jan 26, 2024 5:17pm (UTC -4 hours)

**Work Step** [128]

Description: Click Modify Request

Method: Access HIM

**Work Step** [80]

Description: Update Request Status to Rejected and select Rejection Reason

Method: Access HIM

Step Impact: Regulatory

Regulatory Details: Health Insurance Portability and Accountability Act (HIPAA)  
Information Blocking

Comments: Under certain limited circumstances, a covered entity may deny an individual's request for access to all or a portion of the PHI requested. In some of these circumstances, an individual has a right to have the denial reviewed by a licensed health care professional designated by the covered entity who did not participate in the original decision to deny.

Unreviewable grounds for denial (45 CFR

164.524(a)(2))

Reviewable grounds for denial (45 CFR 164.524(a)(3))

**Start/Stop** [125]

Description: Click Save

Method: Access HIM

**Decision** [67]

Description: Request approved?

**Work Step** [127]

Description: Click Modify Request

Method: Access HIM

**Work Step** [74]

Description: Update Request Status to Accepted

Method: Access HIM

**Work Step** [141]

Description: Click Save

## Future State: HIM - Release of Information: Request Management (PHIPA\_Access Record)

Cerner Workflow ID: 10735 (v. 12.0) Client Workflow ID: 522

Last updated by Debbie Begin, Jan 26, 2024 5:17pm (UTC -4 hours)

Method: Access HIM

**Work Step [134]**

Description: Provide access to requester in the form and format requested

Step Impact: Policy/Procedure

Comments: The Privacy Rule requires a covered entity to provide the individual with access to the PHI in the form and format requested, if readily producible in that form and format, or if not, in a readable hard copy form or other form and format as agreed to by the covered entity and individual. See 45 CFR 164.524(c)(2)(i). If the individual requests electronic access to PHI that the covered entity maintains electronically, the covered entity must provide the individual with access to the information in the requested electronic form and format, if it is readily producible in that form and format, or if not, in an agreed upon alternative, readable electronic format. See 45 CFR 164.524(c)(2)(ii).

**Work Step [136]**

Description: Click Modify Request

Method: Access HIM

**Work Step [138]**

Description: Update Request Status to Complete

Method: Access HIM

**Start/Stop [140]**

Description: Click Save

Method: Access HIM

**Swim Lane:**

Role(s): HIM Department

Department(s): Health Information Management

Security Position(s): HIM - Specialist

**Start/Stop [101]**

Description: Pick up all Release of Information paperwork daily

Future State: HIM - Release of Information: Request Management (PHIPA\_Access Record)

Cerner Workflow ID: 10735 (v. 12.0) Client Workflow ID: 522

Last updated by Debbie Begin, Jan 26, 2024 5:17pm (UTC -4 hours)

**Start/Stop [117]**

Description: Scan paperwork to the Release of Information document type