



GET CONNECTED

WEBINAR SERIES



Strategies for Success: Navigating Access to Electronic Medical Records

November 5, 2019 | 2-3pm ET

Speakers: Elle' Tallent | Robert Glazner

CEPTC Information

For more information:

Contact The Alliance at
info@odt-alliance.org

- **1.0 Category CEPTC credits** are being offered for this webinar as well as a Certificate of Attendance
- Participants must fill out the evaluation form within 30 days of the event; the link for the evaluation form will be sent to you via email within the next 48 hours
- You will receive a certificate via email upon completion of the evaluation
- Group Leaders - Please keep track the names of the participants in your group and share the evaluation link with them.

Nursing Contact Hours

- **1.0 Nursing contact hour** is being offered for this webinar.
- Participants desiring nursing contact hours must request their certificate within 14 days.
- We highly encourage you to provide us with your evaluation electronically. Detailed instructions will be in the email which will be sent to you within the next 48 hours
- You will receive a certificate via email upon completion of a certificate request or an evaluation.
- Group leaders, please share the follow-up email.



Certificate of Attendance

- Participants desiring CE's that are not being offered, should complete a certificate of attendance.
- Certificates should be claimed within 30 days of this webinar.
- We highly encourage you to provide us with your feedback electronically. Detailed instructions will be emailed to you within the next 24 hours.
- You will receive a certificate via email upon completion of a certificate request or an evaluation.
- Group leaders, please share the follow-up email.



WEBINAR SPEAKERS



Moderator:

Nicola Ehrenberg

Nurse Supervisor
UCSF Medical Center
San Francisco, CA



Elle' Tallent

EMR Document Control Specialist
LifeLink of Georgia
LifeLink of Florida



Robert Glazner

Data Intelligence Manager
Donor Network of Arizona
Phoenix, AZ

Navigating Access to Electronic Medical Records

Strategies for Success



Elle' Tallent
EMR Document Control Specialist

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A non-profit community service organization dedicated to the recovery of life-saving and life-enhancing organs and tissue for transplantation therapy.



Roadmap for Success

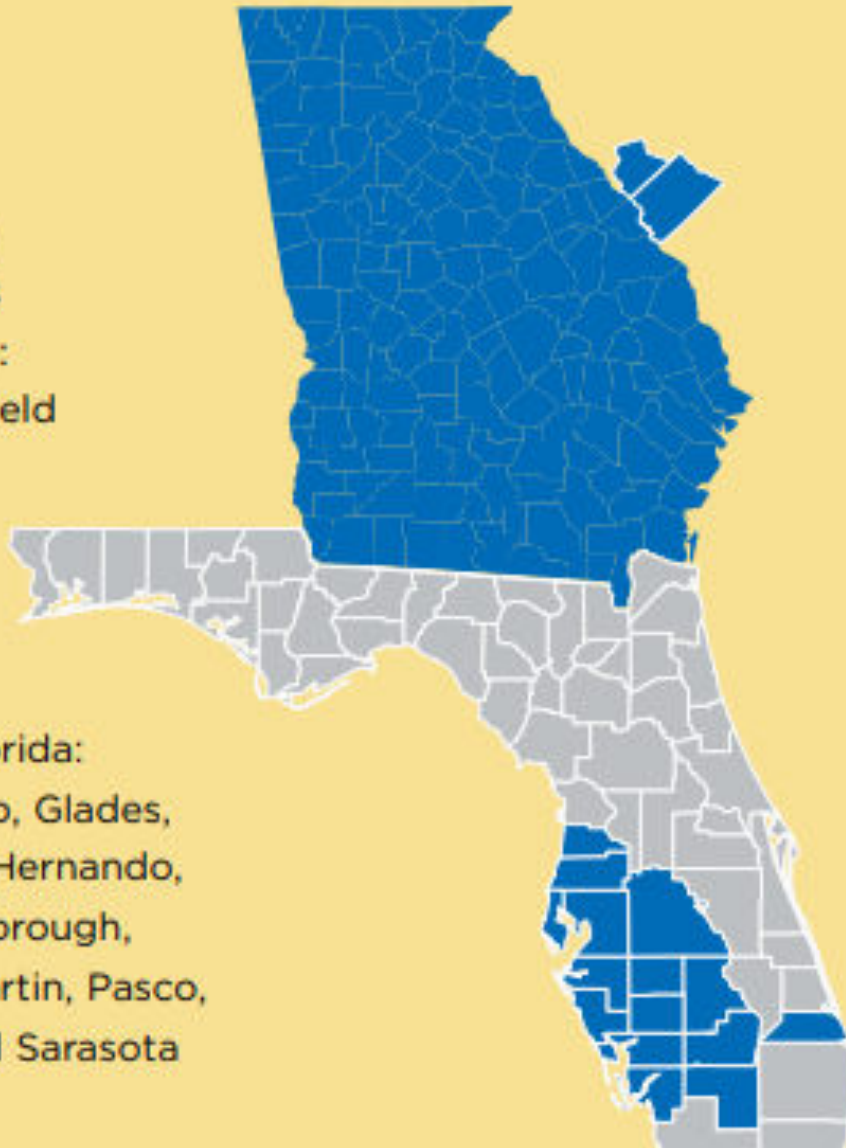


LifeLink of Georgia (LLGA)

State of Georgia
and two counties
in South Carolina:
Aiken and Edgefield

LifeLink of Florida (LLFL)

15 counties in Florida:
Charlotte, DeSoto, Glades,
Hardee, Hendry, Hernando,
Highlands, Hillsborough,
Lee, Manatee, Martin, Pasco,
Pinellas, Polk and Sarasota



LifeLink® EMR DSA

LifeLink of Georgia
has approximately
10 major hospital
systems with 3 or
more hospitals.

LifeLink of Florida
has 6 major
hospital systems
which includes
90% of DSA
hospitals.

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EMR Document Control Specialist

- Hospital development background
- Global view and understanding of all estates EMR requirements and needs
- Effective communication to hospitals
- Building of streamlined processes
- Project management





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Fundamental Foundations

Objectives

Organ

- Priority of hospitals to obtain EMR process
- Who receives access
- What type of access is received

Tissue

- Priority of hospitals to obtain EMR process
- Who receives access
- What type of access is received

Creating your Map of EMR Access

Access is not only about donors; but referrals too

Organ Donors
Grady Health System
Memorial Health
Medical Center, Navicent Health (formerly MCCG)
WellStar Kennestone Hospital
Northeast Georgia Medical Center - Gainesville Campus
WellStar Atlanta Medical Center
Piedmont Columbus Regional Midtown
Emory University Hospital
Gwinnett Medical Center - Lawrenceville
Augusta University Medical Center

Organ Referrals
Memorial Health
Grady Health System
Piedmont Atlanta Hospital
Northeast Georgia Medical Center - Gainesville Campus
Medical Center, Navicent Health (formerly MCCG)
Augusta University Medical Center
WellStar Kennestone Hospital
Emory Decatur Hospital
Emory University Hospital
Phoebe Putney Memorial Hospital - Main Campus

*Top 10 donor and referral hospitals in LLGA DSA in 2018

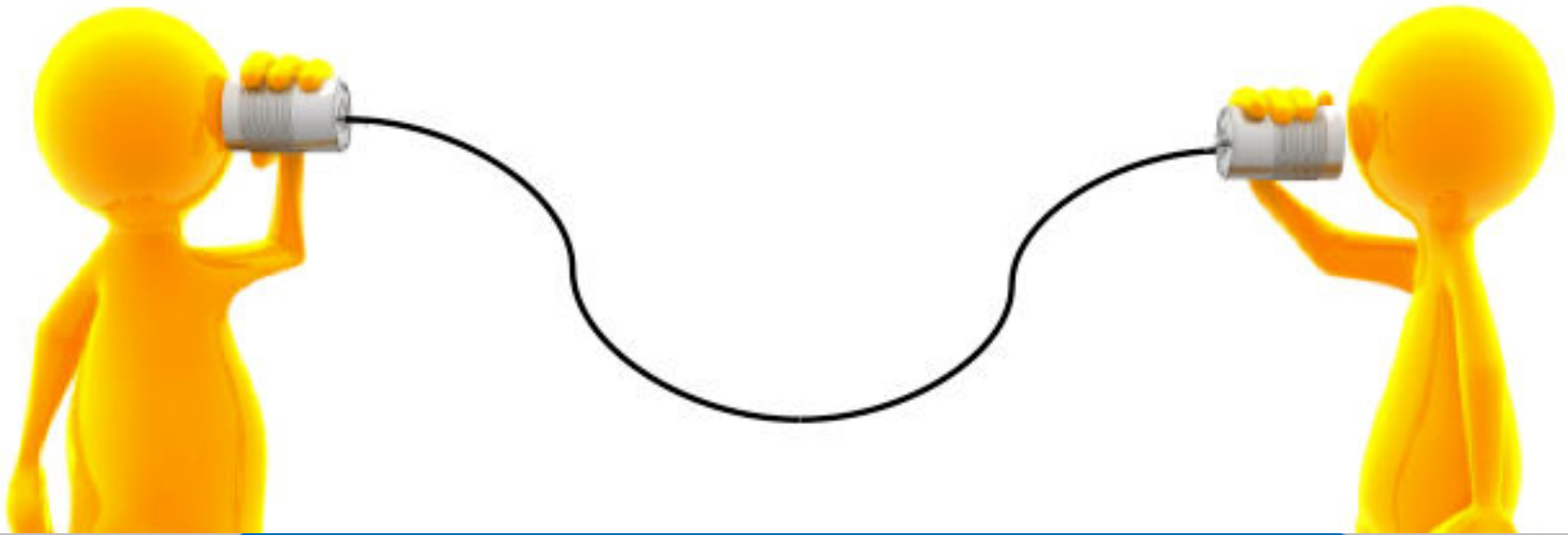
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The right people,
getting the right information,
at the right time



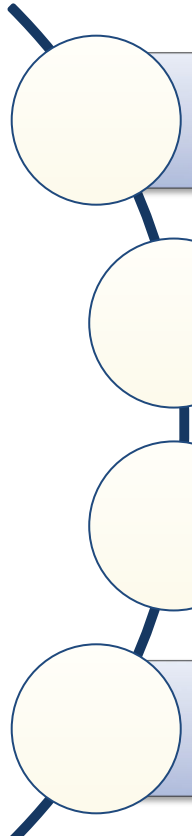
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Fundamental Foundations



EMR Document System

EMR Policy

LifeLink Authorization to release information

LifeLink Hospital Partner User Confidentiality Agreement

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Policies

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Information Systems/ Corporate Compliance/ OPO/ Tissue Bank Policy

Electronic Hospital Partner Health Record Access Control Policy

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Authorization to Release Information

This document is used to authorize LifeLink to release necessary personal information, in order to be granted EMR access for outside entities.

I hereby give my consent to LifeLink to release the information described below to fulfill my role and responsibilities with LifeLink for EMR access requests.

Full Legal Name
Date of Birth
Home Address
Last 4 or 5 of SSN

I understand that the information will be provided to the EMR Document Control Specialist and handled confidentially.

Printed Name: _____

Signature: _____

Date: _____

**** LifeLink Leadership has approved an additional benefit, Identity Theft Protection. This Identity Theft Protection Benefit is for employees that are required to supply their social security number and other personal information for hospital entry and for obtaining access to our partner hospital EMRs. LifeLink offers this benefit through ID Watchdog. It is an employer-paid benefit to recognize the work that you do and to help ease any concerns you may have about supplying the necessary confidential information.**

PARTNER HOSPITAL USER CONFIDENTIALITY AGREEMENT

In performing my job functions using an electronic clinical record system, I agree to the following:

I will protect the privacy of all Confidential Information, including PHI, while performing job functions for LifeLink and thereafter. All Confidential Information remains part of the patient or donor's record and shall not be removed or kept by me.

I agree to log-out of any clinical record system on which Confidential Information is housed or maintained when I am not actively using such system and/or when I leave the computer or other device unattended.

If I have a concern, knowledge, or information about a possible violation of privacy or confidentiality, I agree to report the concern immediately to LifeLink and/or any other appropriate IS department.

I understand and agree that if I violate this agreement, I may be subject to adverse action up to and including termination of my employment with LifeLink. In addition, under applicable law, I understand that I may be subject to criminal or civil penalties.

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To the Administration of XYZ Hospital:

Please accept this letter as verification that staff members listed in the attached document are employed by and conduct work on behalf of LifeLink of Georgia on the premises of the XYZ Hospital. We certify each individual has completed the following requirements as part of our minimum standards for employment.

LifeLink of Georgia, as a federally designated organ procurement organization by the Centers for Medicare and Medicaid Services, employs only qualified and trained staff to fulfill the duties as described within the current Hospital Participation Agreement with XYZ Hospital. Additionally, this agreement provides access to medical records of patients referred to LifeLink of Georgia to these qualified staff.

The requirements of employment include the following elements:

Pre-employment screening inclusive of:

- Background check
 - Verification Vital Statistics
 - Criminal Records
 - GSA Excluded Parties List (EPLS)
- Reference Check
- Licensures & Certifications

Immunization Records

- TB
- Hepatitis B (Informed Consent or Refusal)

Initial and Annual Training

- HIPAA/WHCRA Notices
- OSHA Training Data Security & Confidentiality
- Cyber Security Awareness
- Corporate Compliance
- Conflict of Interest Statement
- Code of Conduct
- Sexual & Unlawful Harassment

If you have additional questions, please contact Human Resources at 813.253.2640.

Sincerely,

Dustin Diggs
Executive Director
LifeLink of Georgia

References:

Conditions for Coverage for Organ Procurement Organizations (OPOs); Final Rule, 542 CFR Parts 413, 441, 486 and 498 et seq. (2006). Print.
Conditions for Coverage for Hospitals; Final Rule CFR Parts: § 482.92

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EMR Today



Maintaining EMR Access

HOSPITAL EMR REMOTE LOG IN CHECK LIST

All staff are required to login to each EMR system every 30 days.
This form is due to Elle' Tallent on the first Friday of every month.

NAME: _____

MONTH/YEAR: _____

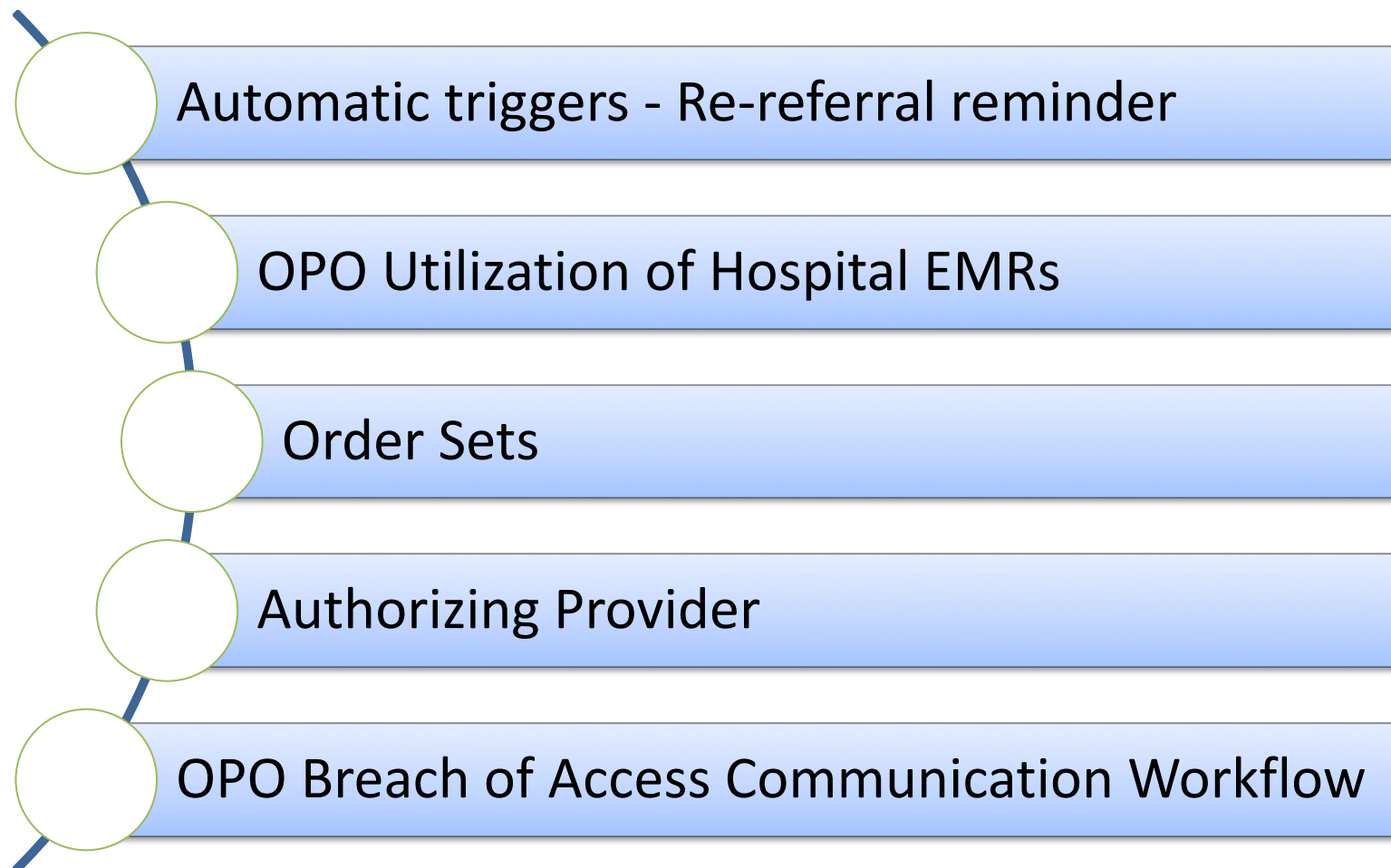
Must log in within every month (30 days) or account becomes inactive.	
AikenRMC Password Reset: 803-641-5671 Remote Access: Aiken Remote Web Link Help Desk: 803-641-5671 _____ Working _____ Not Working	CHOA EMR System: EpicCareLink Must have Duo Mobile App on Mobile Phone Password Reset: 404-785-6767 Remote Access: CHOA Remote Web Link Help Desk: 404-785-6767; indicate you are with LifeLink. _____ Working _____ Not Working
East GA Regional EMR System: Cerner Must use Internet Explorer Password Reset: Password Reset Remote Access: East GA Remote Web Link (Select Hub 1, Powerchart) Help Desk: 912-486-1730 _____ Working _____ Not Working	Emory EMR System: Cerner Must have Duo Mobile App on Mobile Phone Password Reset: Onsite or via Emory Network Remote Access: Emory Remote Web Link Help Desk: 404-778-4357 _____ Working _____ Not Working
Grady Health EMR System: Epic Password Reset: 404.616.1715 Remote Access: Grady Remote Web Link Help Desk: 404-616-1715 _____ Working _____ Not Working	HCA EMR System: Epic MEMORIAL SAVANNAH Password Reset: 912-350-8321 Remote Access: HCA Memorial Remote Web Link Help Desk: 912-350-8321 _____ Working _____ Not Working
HCA EMR System: Meditech NON MEMORIAL SAVANNAH Password Reset: Remote Password Reset Remote Access: HCA Non Memorial Remote Web Link Help Desk: 1-800-265-8422 _____ Working _____ Not Working	Navicent EMR System: Cerner Must have Duo Mobile App on Mobile Phone Password Reset: Remote Password Reset Remote Access: Navicent Remote Web Link Help Desk: 478.633.7272 _____ Working _____ Not Working
Northeast Georgia Health System EMR System: Epic	Phoebe Health EMR System: Meditech

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Future Destination Points



A photograph of a desert landscape. A dark asphalt road with two yellow lines curves from the bottom center towards the horizon. The road is flanked by sandy dunes and sparse, low-lying desert vegetation. In the background, a range of mountains is visible under a clear, light blue sky. The overall lighting suggests a bright, sunny day.

The journey is the
reward.

Steve Jobs

Elle' Tallent

EMR Document Control Specialist

elle.tallent@lifelinkfound.org

813.748.3332

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Navigating Access to EMR: Strategies for Success



ROBBIE GLAZNER
MANAGER, DATA INTELLIGENCE
DONOR NETWORK OF ARIZONA

NOVEMBER 5, 2019



A Donate Life Organization

Donor Network of Arizona



- **Services provided:**

- **Organ Procurement Organization**

- ✦ Organ donor 5 year growth: 102% [2014=158; 2019=319 (est)]

- **Tissue Bank**

- ✦ Tissue donor 5 year growth: 53% [2014=1,130; 2019=1,735 (est)]

- **Ocular Recovery and Distribution**

- **Steward of Arizona Registry**

- **Histocompatibility Laboratory**

- **Designated Service Area:**

- **The entire state of Arizona**

- ✦ Population estimate: 7.1 million people
 - ✦ Only 15 counties
 - ✦ Weirdest law: No camel hunting

- **Hospital Demographics**

- ✦ Approximately 120 hospitals and 13 trauma centers!



Navigating Access to EMR: Strategies for Success

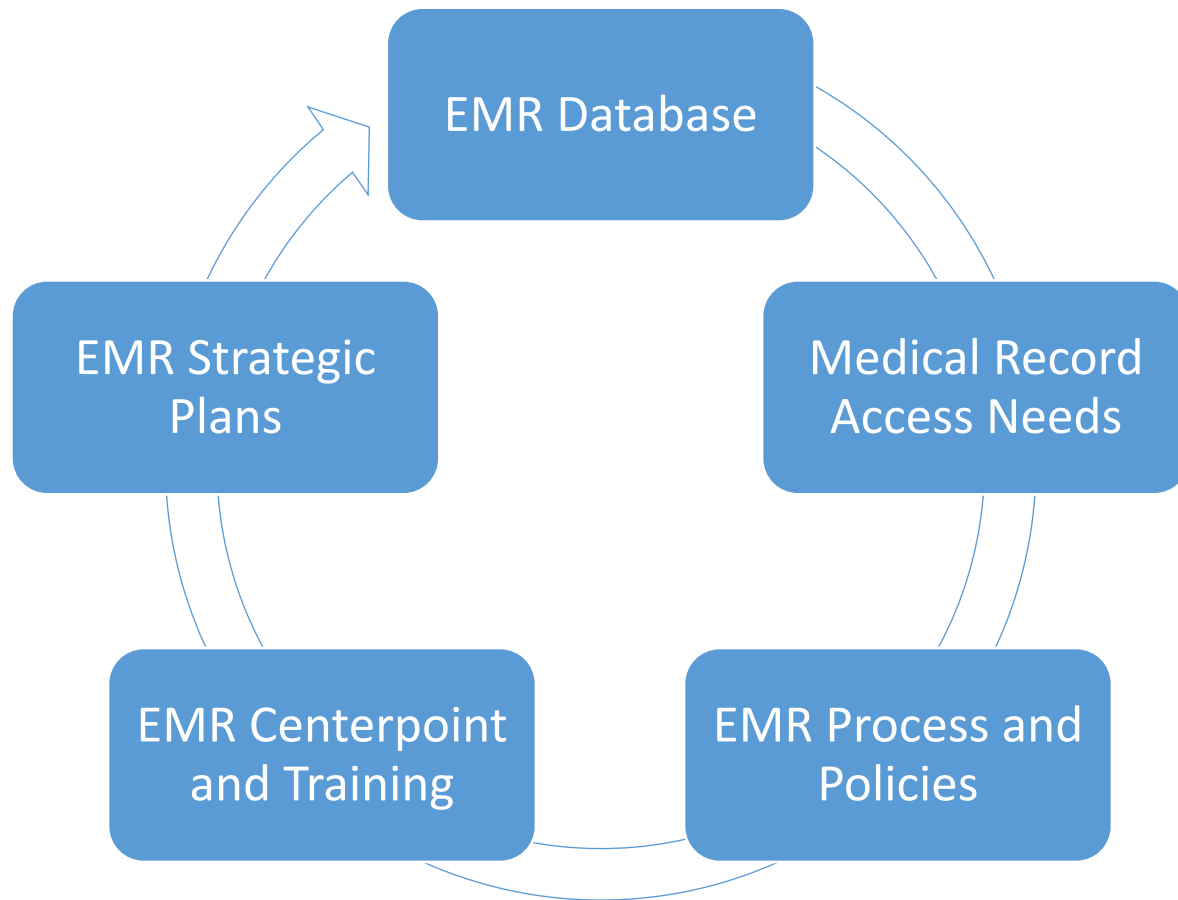


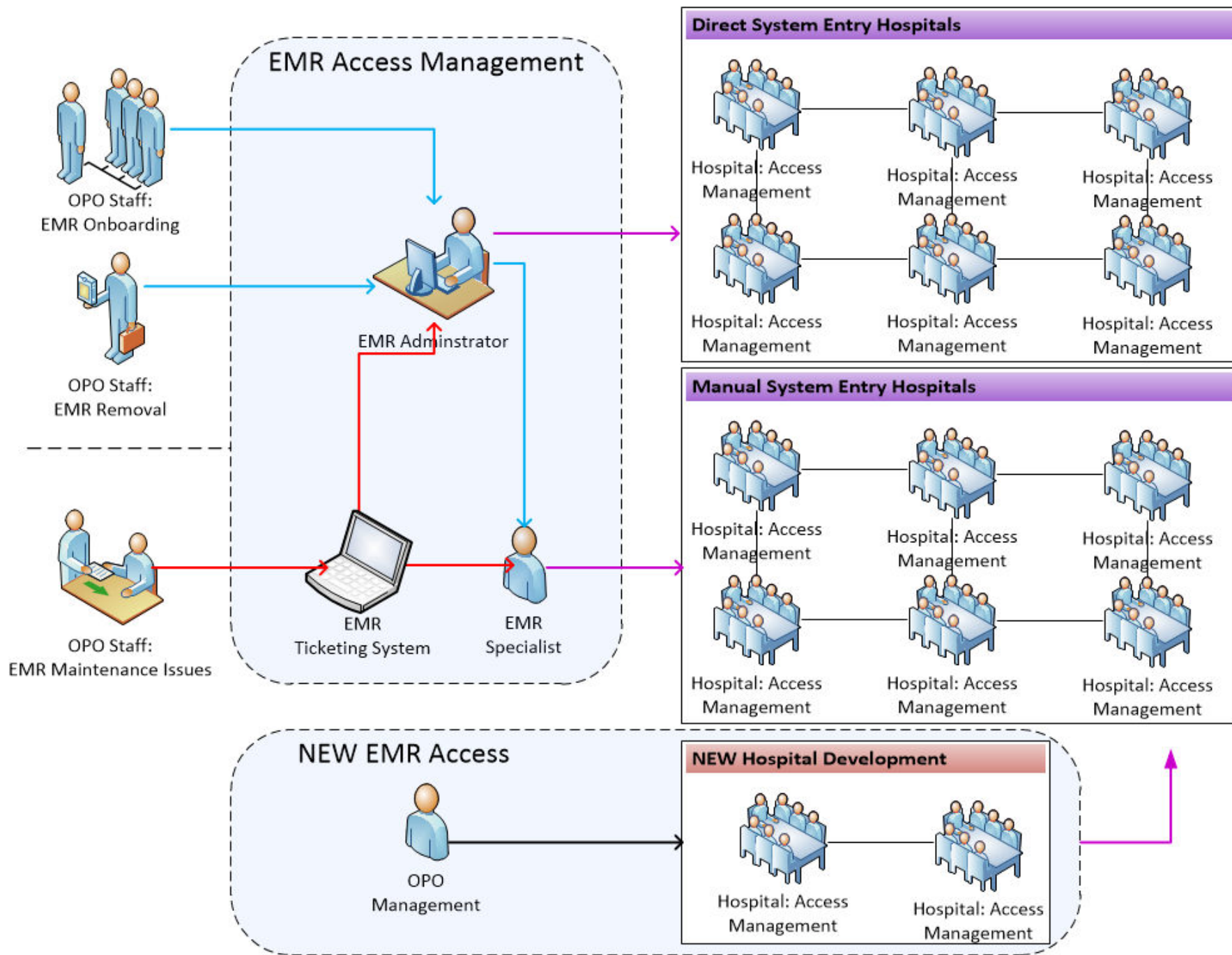
- **STRUCTURING FOR EMR SUCCESS**
- **COMMUNICATING FOR EMR SUCCESS**
- **MANAGING TOOLS FOR EMR SUCCESS**
- **LOOKING AHEAD FOR EMR SUCCESS**

Structuring for EMR Success



OPO EMR Continuity





EMR Access Team*



- Data Intelligence Administrator



- Medical Records Analyst

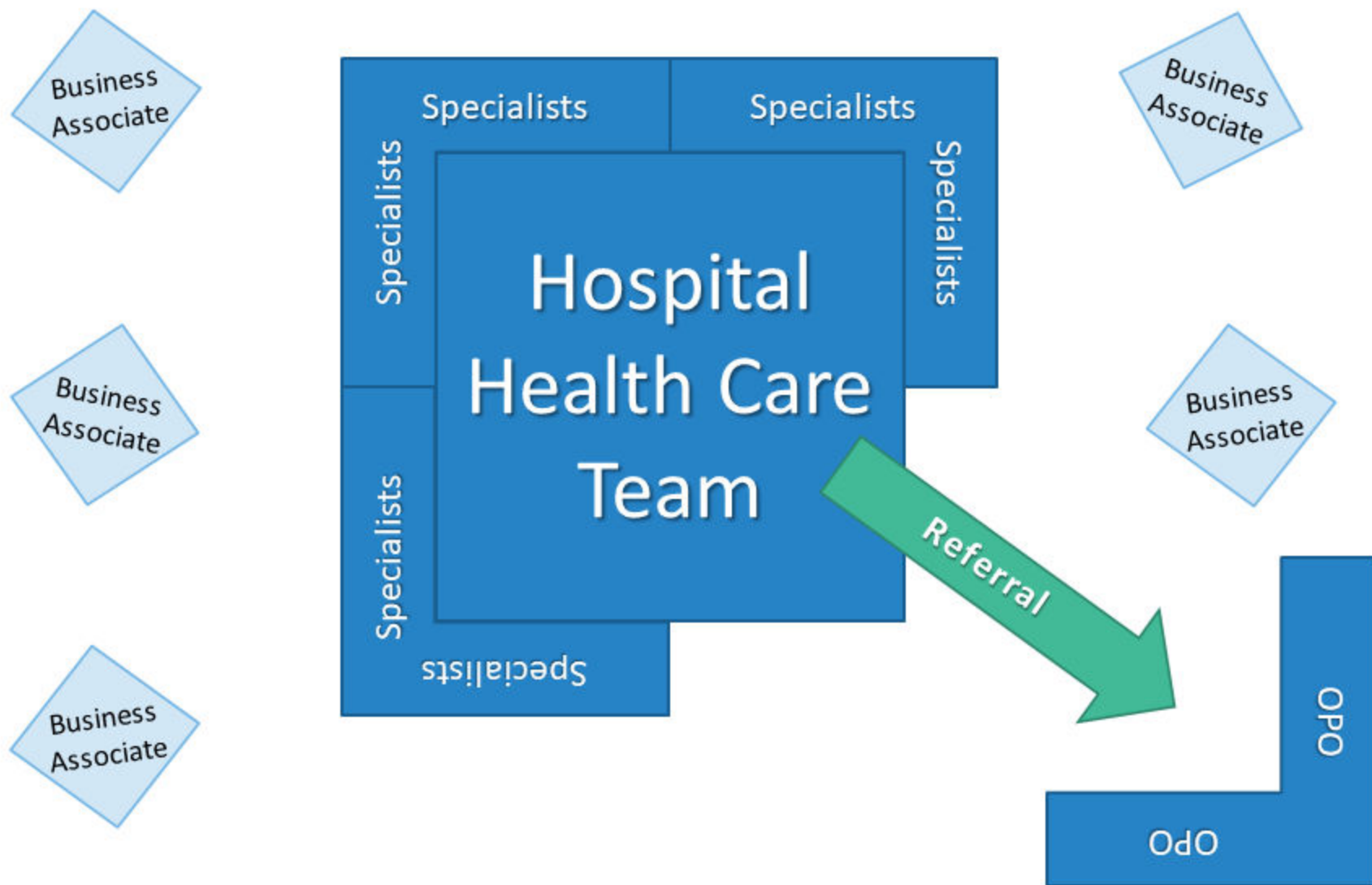


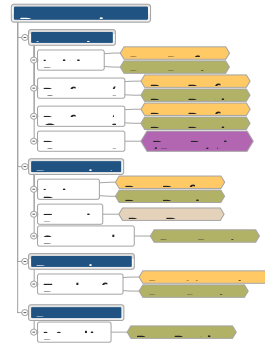
*Along with the best hospital development team on the planet!

Communicating for EMR Success



HOSPITAL AND THE OPO RELATIONSHIP





EMR PARTNERSHIP

for organ and tissue donation



A strong EMR partnership between hospitals and Donor Network of Arizona allows for an efficient donation and transplantation system that helps to protect the safety of transplant recipients and ensure regulatory compliance.

EMR PARTNERSHIP

for organ and tissue donation



HIPAA

HIPAA has an exemption allowing hospitals and health care providers to "disclose protected health information to organ procurement organizations (OPOs) or other entities engaged in the procurement, banking, or transplantation of cadaveric organs, eyes or tissue for the purpose of facilitating organ, eye or tissue donation and transplantation." 45 § C.F.R. 164.512 (h)

Per CMS, Donor Network of Arizona, the federally designated OPO for Arizona, is not a business associate or covered entity. HIPAA recognizes both the special status of OPOs and that HIPAA should not be an obstacle in the sharing of medical information between hospitals and OPOs.

PARTNERSHIP

Donor Network of Arizona knows that hospitals have adopted EMR systems to comply with the HIPAA security and privacy rules which restrict the use and disclosure of Personal Health Information. Federal law requires that there be an agreement in place between the OPO and the hospital which lays out the general details of accessing medical records. The procedures and agreements Donor Network of Arizona have had in a paper environment worked well, but with records increasingly stored in EMR systems; improving medical record access procedures between each hospital and Donor Network of Arizona will continue to ensure regulatory compliance, protect the safety of recipients, and help save and heal more lives.

HOSPITAL EMR

for organ and tissue donation



EMR access sets in motion a process for Donor Network of Arizona to accomplish the following:

- Identify and medically evaluate potential organ and tissue donors.
- Manage the deceased donor pending organ recovery.
- Oversee the recovery of organ and tissue and safe placement of the donated gifts.
- Identify potential missed opportunities for donation.



Robert Glazner, Data Intelligence Manager | robert@dnaz.org | 602-241-5552

HOSPITAL EMR

for organ and tissue donation

ORGAN DONATION REFERRAL

PROCESS

The organ donation process begins with a referral made by the hospital when a patient is identified with a non-survivable neurological injury. Donor Network of Arizona (DNA) staff begin collaborating with hospital staff to assess potential for donation.

USE OF EMR

To determine suitability, DNA utilizes EMR access to review patient's medical history, physician orders, vitals, labs, etc. If the patient dies and donation is authorized, DNA also utilizes EMR access to write orders to medically maintain the donor until organ recovery takes place.

TISSUE DONATION REFERRAL

PROCESS

The tissue donation process begins with a referral made at a patient's time of death. EMR is utilized to evaluate possible medical conditions and determine suitability.

USE OF EMR

To determine suitability, DNA utilizes EMR to access history and physical of patient, labs, tox screens, cultures, and scanned documents (such as advanced directives), etc.

COMPLIANCE REFERRAL REVIEW

PROCESS

As required by CMS, the compliance and referral review process starts at the end of each month when the hospital sends a monthly mortality report to DNA. DNA reviews the mortality report to identify potential missed opportunities for donation, and to confirm every hospital death has been referred, as required by CMS guidelines.

USE OF EMR

To determine there were no missed opportunities for donation, EMR access is utilized to review ICD-10 coding summaries, labs, vitals, physician notes, etc.

RECOVERY QUALITY ASSURANCE

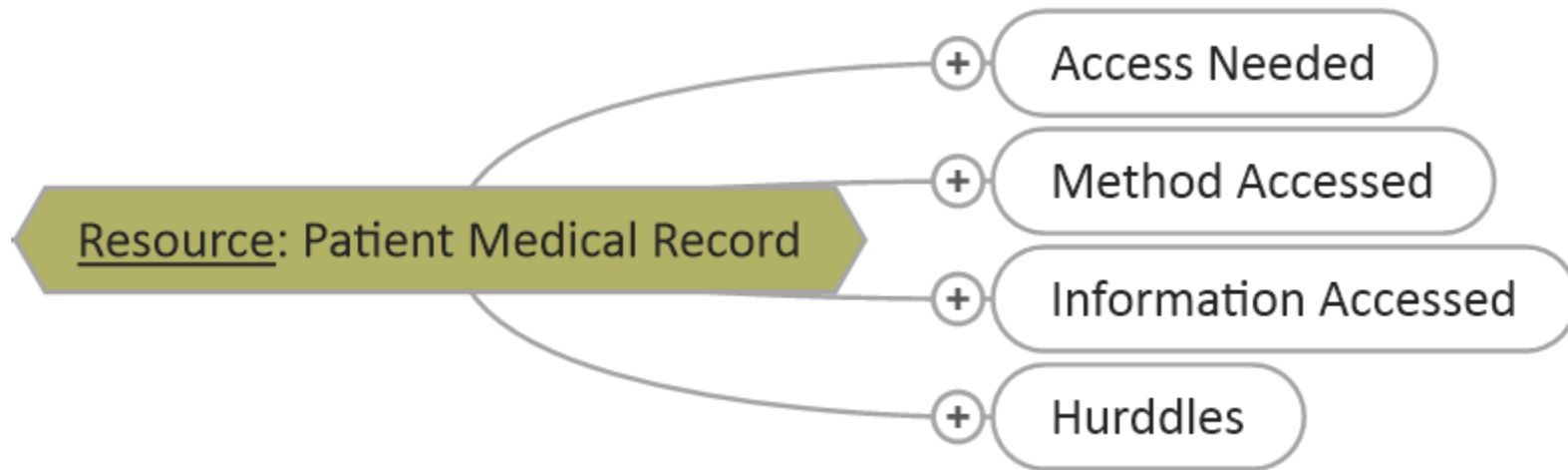
PROCESS

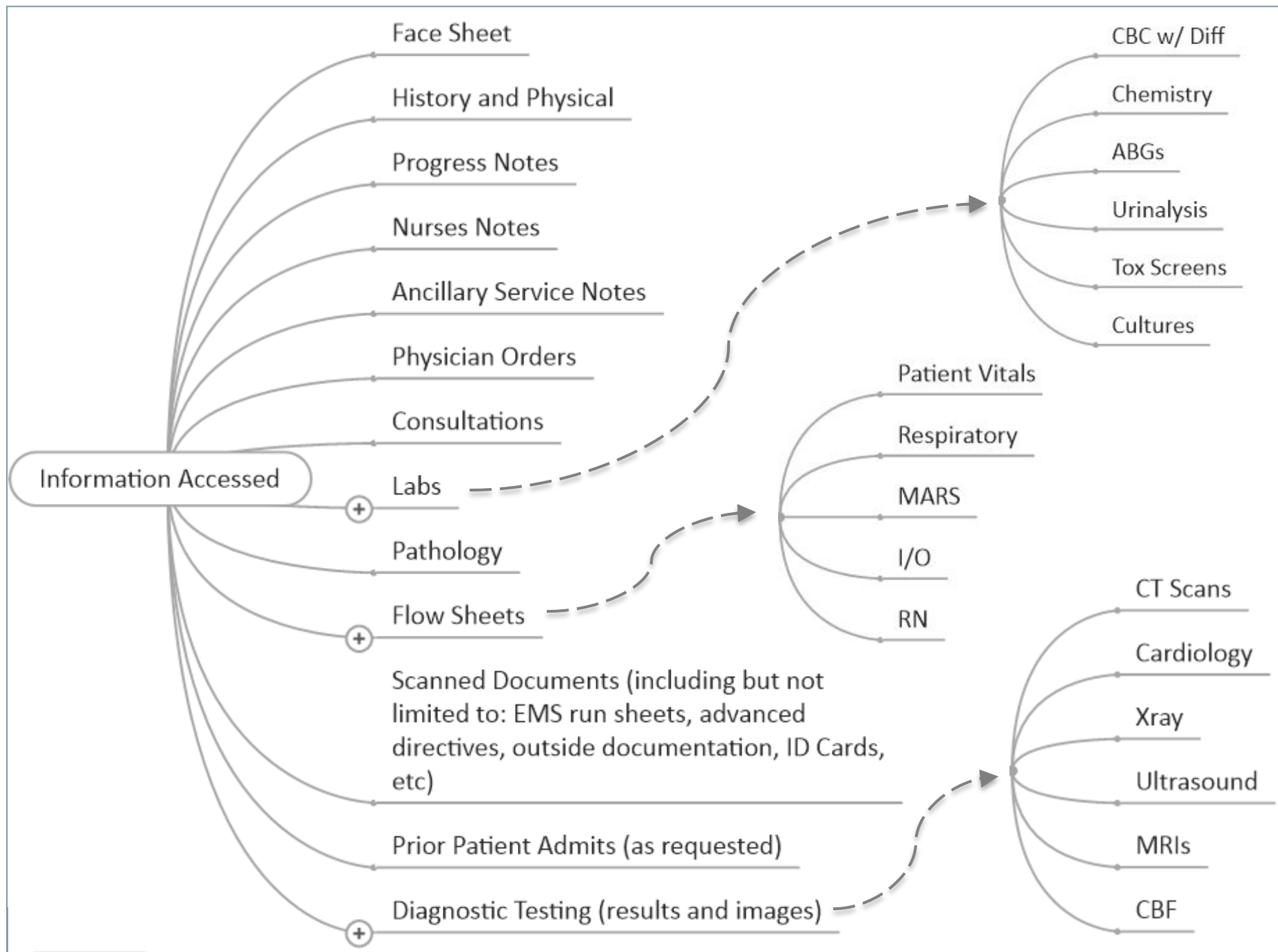
The quality assurance process starts when tissue is recovered for transplantation. This review is done to ensure recipient safety.

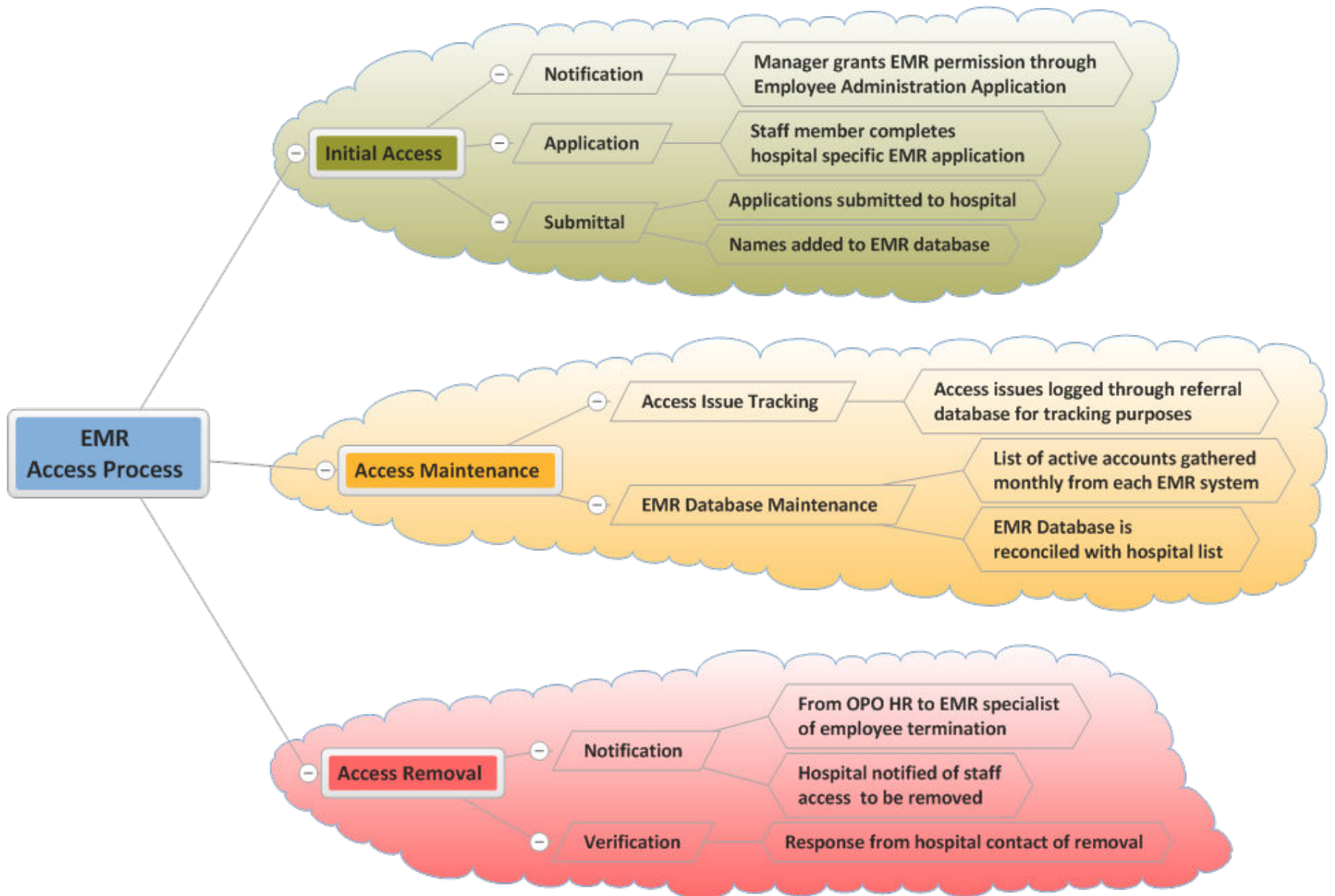
USE OF EMR

To comply with FDA regulations, the entirety of the patient's medical record is reviewed and sent with the recovered tissue in preparation for transplantation.

Medical Record Access Details







Managing Tools for EMR Success



EMR Centerpoint on SharePoint

EMR - Home

My DNA

Yammer OneDrive Sites

Robert Glazner

BROWSE PAGE

SHARE FOLLOW EDIT

Home

MR Drop Box

EMR Access Dashboard

EMR Applications

Documents

EMR System Information

EMR User Guides

EMR Training

FAQ's

Recent

How do I login to Carondelet EMR?

How to I enter orders into Banner's EMR

What if I can't print from HonorHealth?

What if I can't print in Yavapai EMR?

What if I can't print in the Banner system?

EDIT LINKS



ELECTRONIC MEDICAL RECORDS
DNA CENTERPOINT

ANNOUNCEMENTS

- Be sure to follow this EMR site for news and updates.
- This updated EMR site is currently in progress. Email Kristine Stevenson with ideas on content that should be included!

EMR PORTAL LINKS AND HELPDESK NUMBERS

BANNER 602-747-4444	CARONDELET AZCJ - 520-873-3041 AZCM - 520-872-5138	MIHS (NEW) 602-344-8888	KINGMAN 928-757-0677
NA HEALTH 1-855-624-4855	PCH 602-933-4357	DIGNITY 602-406-4357	SUMMIT - horizon.summithealthcare.net 1-866-925-9375
HONORHEALTH 480-882-4357	TMC 520-324-1212	TENET (ABRAZO) 1-800-639-7575	YAVAPAI vmview.yrhc.org 928-771-5677
			YUMA 928-336-7290

Still having trouble with EMR after calling the hospital's helpdesk? Try the [FAQ's](#) or open a [WEB TICKET](#).

EMR Training for New Users

My DNA

BROWSE PAGE

Home

Updated Pages

Home

How To Use This Library

Home

MR Drop Box

EMR Access Dashboard

EMR Applications

Documents

EMR System Information

EMR User Guides

EMR Training

FAQ's

Recent

How do I login to Carondelet EMR?

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EMR 101 TRAINING

 Electronic Medical Records Training - EMR 101.pptx

Electronic Medical Records In Organ and Tissue Donation

EMR 101

 
A Donate Life Organization

Evolving FAQ

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PAGE

- [How do I login to Summit EMR](#)
- [How To Use This Library](#)

[Home](#)

[MR Drop Box](#)

[EMR Access Dashboard](#)

[EMR Applications](#)

[Documents](#)

[EMR System Information](#)

[EMR User Guides](#)

[EMR Training](#)

[FAQ's](#)

Recent

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- [What if I can't print in the Banner system?](#)

[EDIT LINKS](#)



FAQ's

PASSWORDS

- [How do I reset my passwords?](#)
- [How do I maintain/ protect my passwords?](#)

EMR SETUP

- [DIGNITY - Patient lists, adding patients who were unintentionally removed and how a nurse can add to the list?](#)
- [How do I login to Carondelet EMR?](#)
- [Set-Up Remote Access for PCH EMR](#)
- [Multi-factor authentication details for PCH](#)
- [How do I login to Summit EMR?](#)
- [How do I login to Mayo EMR?](#)

OTHER

- [Instructions for Tissue Specimens to Pathology at Maricopa Medical Center](#)

RESOURCES

- [HIMS Contact Numbers](#)

PRINTING

- [What if I can't print from Banner?](#)
- [What if I can't print from Yavapai?](#)
- [What if I can't print from HonorHealth?](#)
- [How do I print when ONSITE at Maricopa Medical Center?](#)

ORDER ENTRY

- [How do I enter orders into Banner's EMR?](#)
- [Troubleshooting Banner EMR Order Entry](#)
- [Maricopa Medical Center - Electronic Green Sheet Note](#)

Looking Ahead for EMR Success



Interoperability - 2024



The 4 most important actions for stakeholders to take to enable nationwide interoperability of electronic health information through health IT in the near term [2015-2020] are:

- (1) establish a coordinated governance framework and process for nationwide health IT interoperability;
- (2) improve technical standards and implementation guidance for sharing and using a common clinical data set;
- (3) enhance incentives for sharing electronic health information according to common technical standards, starting with a common clinical data set; and
- (4) clarify privacy and security requirements that enable interoperability

The Office of the National Coordinator for Health Information Technology, “Connecting Health and Care for the Nation: A Shared Nationwide Interoperability Roadmap,” p. 11.

EMR Beyond the Hospital



- What is your relationship with your state Health Information Exchange (HIE) network?
- Do you have a presence in your state AHIMA (Health Information Management Association) meetings?
- What role might the OPO's own EMR vendor have with donor medical record access and transmission?

Navigating Access to EMR: Strategies for Success



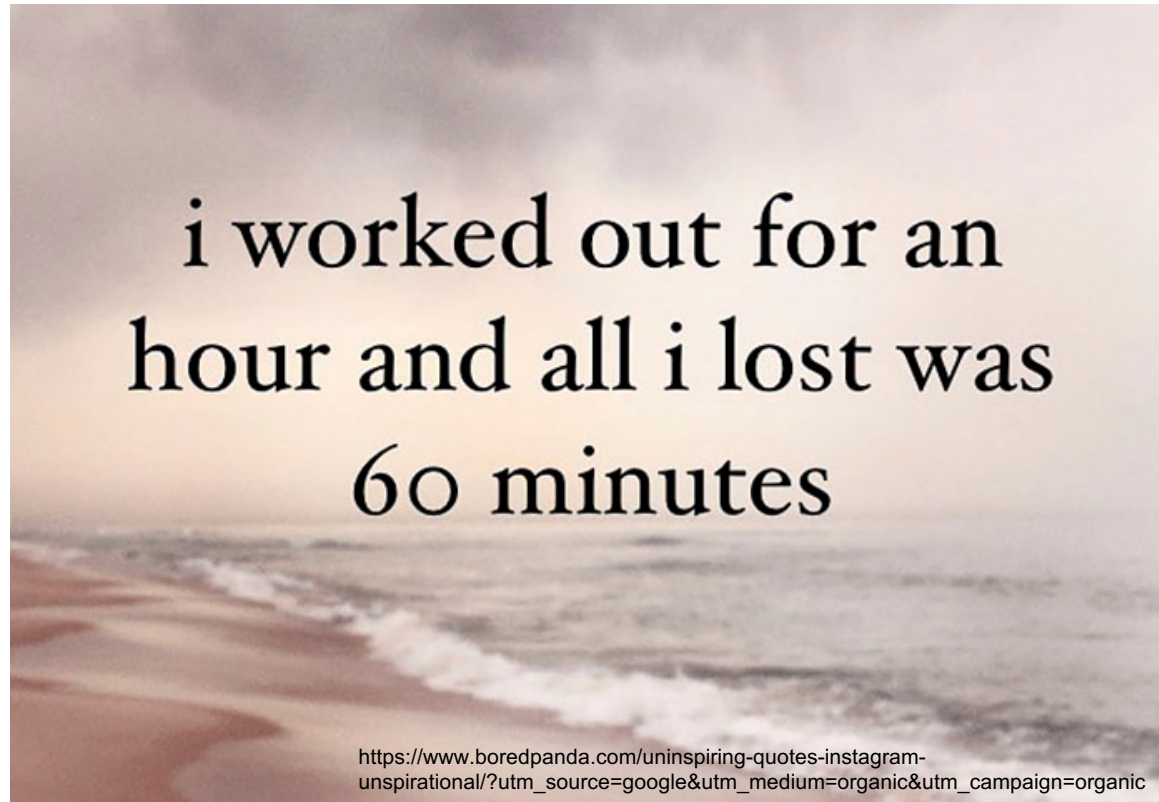
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ROBBIE GLAZNER
MANAGER, DATA INTELLIGENCE
ROBERT@DNAZ.ORG



A Donate Life Organization

Navigating EMR access for your OPO might seem like it doesn't pay off...



but results will come with strategy and persistence.