



# Patient Guide to Access Electronic Health Information

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CalvertHealth fully supports your right to accessing your health information in a timely manner and provides quick and easy access through several applications and tools. You have full control over your medical record using the NextGen Enterprise Patient Portal.

## NextGen Patient Portal

CalvertHealth Medical Group (CHMG) encourages all patients to enroll in its NextGen Enterprise Patient Portal. The Patient Portal is an easy to use, convenient and 24/7 method for accessing your healthcare data and communicating with your provider. If you have not enrolled, please ask the front desk for a token and instructions or utilize the online request processes found on our portal webpage.

Within the portal, the following are tools you can use to access your health information:

- View My Chart includes clinical data points (like vital signs and lab results your CalvertHealth chart and is available in the portal without requesting anything.
- The Personal Health Record (PHR) provides these clinical data points in a document called a Continuity of Care Document (C-CDA). You can access the View My Chart drop-down and request the PHR which will be delivered to your portal inbox within minutes and which includes all lab results which have been reviewed by your provider.
- You can request to schedule appointment, view and pay your statements and access patient education sent to you by your healthcare provider.
- You can send and receive non-urgent messages to your providers and request medication refills.
- Our system is automated to send you a full copy of your office visit note once completed by your provider. Other documents like diagnostic reports, procedure notes and documentation from specialists may be sent to you when received by your provider from other testing centers and healthcare providers.
  
- Pediatric Patient Portal Considerations
  - Regulations for pediatric health data, allow parents and legal guardians to access pediatric data only after receiving proxy access. To comply with HIPAA privacy laws, please follow our practice guidelines when helping your child enroll in the patient portal.
  - Privacy and access to electronic health information regulations protects pediatric health data through proxy access by parents, such that when patients reach puberty, limitations are applicable. To comply with privacy laws, CalvertHealth Medical Group removes parent proxy access to pediatric patient data at the age of **12** or when a child becomes legally emancipated.
  - Pediatric patients age 12-17 may request their own portal access to their chart. Patients age 18+ would access their own accounts.

## API Enabled Applications

You may ask “where can I access all of my healthcare data in one place?”. There are many smartphone and web based applications that allow you to access your healthcare data from multiple healthcare providers in different states using different electronic health records. These applications are known as API enabled applications and they access your data using your patient portal username and password. There are over 150 API enabled applications on the market as of spring 2021. A few examples are PatientLink, Coral Health, OneRecord and Care Evolution. CalvertHealth encourages you to access any API enabled app of your choosing. **All USCDI data elements (similar to HIPAA data elements), including unsigned lab results, from a patient’s chart in NextGen Enterprise EHR are immediately available in any application written to the API standard.** Additional information can be obtained from the links below.

- <https://onerecord.com/provider-organizations>
- <https://mycoralhealth.com/product/>
- <https://careevolution.com/myfhr/>
- <https://www.mylinks.com/>

## Requests for Information

Should you have additional requests for release of your medical records beyond the tools available, please contact the CalvertHealth Health Information Management department. Questions can be directed to them by calling:

**410.535.8275. Additional information including the health system Medical Release form may be found here:**

<https://www.calverthealthmedicine.org/Medical-Records>.

## Questions

CalvertHealth Medical Group makes every effort to document your health history accurately. We are human, so if you see an error, please let us know so that we can correct our records. Please contact your practitioner’s office directly to report errors or issues. We welcome your help in making sure that we get it right.