



## Frequently Asked Questions About Care Everywhere

### What is Care Everywhere?

Care Everywhere allows doctors and nurses to electronically exchange patient medical information in a secure, efficient manner.

### What types of information are shared?

Patient health information includes any information in the personal electronic health record. X-rays or other radiology images you have had done are not shared.

Exchanged information may include:

- Allergies
- Medications
- Patient visit summaries
- Immunizations
- Medical history
- Diagnoses
- Test results

### Who can view my information?

With the exception of the Social Security Administration, only health care professionals involved in your care during your health care visit can view your information. The Social Security Administration (“SSA”) may only access a patient’s information after the patient has given the SSA written authorization (permission) to do so.

### How does Care Everywhere benefit a patient?

When you visit a non-Bon Secours clinic or hospital, Bon Secours healthcare providers will be able to electronically exchange information about the tests, procedures, and other information gathered during your visit. Exchanging health information between medical organizations is traditionally a time consuming process. By utilizing Care Everywhere, the care team can access information from compatible outside organizations in a matter of minutes. Your health care team will have access to more information about your health status. This will help them better and more efficiently meet your health care needs.

### Does this cost me anything to participate?

No, there is no fee to the patient for this service. Care Everywhere is a free service provided to help improve the quality of care that you are receiving here at Bon Secours and also at other organizations.

## **What other organizations can you share my electronic records with?**

Bon Secours has the ability to share your records with most organizations that use Epic. Get a complete list of organizations we can share with at [epic.com/careeverywhere](http://epic.com/careeverywhere).

## **Will my information be sent to all the organizations listed?**

No. Bon Secours does not send your information via Care Everywhere to the organizations listed. Non-Bon Secours healthcare providers may only access your information in order to coordinate your care and treatment, with the exception of the Social Security administration, access for any other reason is prohibited.

The Social Security Administration must obtain written authorization (permission) from a patient prior to accessing their information in Bon Secours' electronic medical record. Access patient information without first obtaining the patient's written authorization (permission) is strictly prohibited.

## **What if I don't want to participate in CareEverywhere?**

Complete the Request for Restrictions form found at [BonSecours.com/Privacy](http://BonSecours.com/Privacy) and mail it to the Privacy Officer at the Bon Secours location nearest to you. The Privacy Officer will review your request and let you know the outcome of your request.

*Note: Not all Requests for Restrictions are granted. If your request is denied, you will receive a written explanation regarding why it was denied.*

## **What happens if I have approved restrictions in place and a healthcare provider requests information about me through Care Everywhere?**

If you choose not to participate in Care Everywhere healthcare providers outside of Bon Secours will not have access to your information.

If you are in an emergency medical situation, the healthcare provider can call the Bon Secours Health Information Management team (formerly known as "Medical Records") and ask that they release the information for the purposes of emergency treatment.