Healthix

Patient Information

Frequently Asked Questions

Healthix is a non-profit health information exchange certified and funded by the NYS Department of Health. We are committed to securely exchanging patient data to improve the quality and efficiency of care. Healthix provides patient information to thousands of physicians and providers in the Greater New York Area.

Every time you visit a hospital, physician, or have a lab test or MRI, your medical record is updated in Healthix and creates a consolidated patient record.

Until you give consent, your providers may not view your information in Healthix, except with limited exceptions. However, it's your choice to give or deny your consent.

Why is Health Information Exchange Important?

You likely receive medical care from several physicians and providers – each with their own medical record for you. Sharing this information with one another will give them a fuller picture of your health. Having your complete medical history, including prior diagnoses, test results, medications and allergies helps them provide the best treatment and care. It can also reduce duplicate tests/labs, lower the likelihood of adverse drug interactions and enhance provider communication.

What Data Can Be Viewed From Healthix?

Healthix contains key patient data, such as lab and radiology results, medications, allergies, diagnoses, medical encounters and more. Please be aware, if you provide consent, sensitive medical information may be accessed related to HIV/AIDS, mental health, genetic disease or tests, alcohol or drug abuse, sexually transmitted diseases and family planning. Also, Healthix does not represent your entire record, only key and vital information.

Who Can View My Health Information?

As a patient, you have the right to control whether any Participating Provider can access your medical information. A provider involved in your care must have your consent to access your information through Healthix except in certain, limited circumstances. The decision to participate in Healthix is voluntary. Your provider or insurer has an obligation to let you know that they participate in Healthix.

Need to Correct Erroneous Data?
Healthix will direct patients to participating provider organizations who supplied the patient information to Healthix. Your provider organization can assist you in resolving an inquiry or dispute over the accuracy of your Protected Health Information, and correct erroneous information in their records.

Questions?
Contact compliance@healthix.org

Healthix is a public Health Information Exchange certified and funded by the New York State Department of Health. We ensure your medical information is securely available across the state.

Is My Information Secure?

With Healthix, you can be sure your information is private and secure. We follow all NYS and Federal requirements to ensure the proper protection of patient information. When consent is granted, only caregivers involved in your care can access your medical information.

What You Need to Know about Breaches

Healthix subscribes to the highest security standards and certification. We employ security and privacy specialists who constantly monitor and ensure that the data we hold is secure and protected. Healthix is obligated to notify Patients and their Providers of certain breaches and how data sent outside Healthix, upon a Patient request, may no longer be subject to HIPAA. Learn more about our security program by visiting https://healthix.org/who-we-are/privacy-and-security-2/

How Do I Give Consent?

You may be given a Healthix Patient Consent Form to sign – either a paper or electronic form – upon admission to a hospital or during registration at a provider's practice. Your consent allows only individuals involved in your care to access your medical information in Healthix.

Can I Give Consent for My Children?

Yes. Consent can be given for your children from infancy until 18 years of age.

Can I Change My Consent?

Yes. Consent is voluntary, and can be changed at any time, simply by submitting another consent form. If you are undecided, your patient information can still be accessed in an emergency situation.

Opting Out of Consent

If you want to deny nearly all providers the ability to use Healthix to see your records, you may download and complete a Healthix-Wide Denial of Access Form (opens in new window). Please read the form in its entirety to understand the limitations that may still apply. Questions? Contact compliance@healthix.org

Patient Direct Access to Data (Medical Records) in Healthix

Patients can contact Healthix to request copies of their health information or to see who has accessed their records in Healthix. To submit a request, please complete the Health Patient Medical Record Report Request Form and send via secure fax to 877-331-1729 or mail the form to: Healthix, Attn: Compliance Office, 462 Seventh Avenue, 8th Floor New York, NY 10018. Questions? Contact compliance@healthix.org

To learn more visit https://healthix.org/patient-access-to-data-in-healthix/

Healthix Participant List (Is your Doctor participating in Healthix?)

A current list of Healthix Data Suppliers is available on the Healthix website (see Participant List on the homepage). You may also contact Healthix Data Suppliers by downloading the Participant Directory where addresses and websites are listed (see https://healthix.org/what-is-an-hie/).