

**Date:** June 24<sup>th</sup>, 2021

**Break Out Session Title:** Consumer Health & Interoperability: HIE & Telehealth Integration and Consumer Health with CMS Mandate

**Summary:** This breakout session will examine how the healthcare consumer is taking on a larger role in our landscape. With the two final interoperability rules that have come out of CMS and ONC, as well as the numerous related initiatives such as proposed changes to the HIPAA Privacy Rule, CMS Conditions of Participation, and Telehealth regulations under COVID, this session will examine many of the pressing questions that surround patient access, telehealth, and where there may be gaps.

**Facilitators:** Shreya Patel and Sharon Kim

**Key Takeaways:**

- Patient centered approach on how we should be delivering care in a powerful model. They tend to live in a gray area where all of their information is not being shared across the space
- Patients have access to the information, but that does not make it actionable
- Patient must be educated on what the information means (DRIP data rich information pool)
- Who's responsible for making the information easier for patients to understand?
- The apps can curate information, but are they the right resource?
- Where is the liability and the risk with curating information?
- Mobile applications aren't subject to HIPAA, so where is the patient protection
- ADT handoffs are important in bridging gaps in care (ER space)
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**Questions Posed:**

1. What is your organization's knowledge of or involvement with the Final Interoperability rules?
  - a. CMS Patient Access
  - b. ONC Final Rule
  - c. CMS Conditions of Participation (Hospitals sending ADT messages)
  - d. HIPAA Proposed Rule Change
2. How is patient access being addressed by your organization?
3. How do you believe patient access to their own healthcare will affect the healthcare landscape?
4. Is there a link between patient access to healthcare information and telehealth?
5. With patients having more access to healthcare information, how does patient literacy come into play?
6. To what extent should patient consent be a part of this conversation? Both consent to share information and consent for treatment?
7. What does the ideal patient access tool look like? Is that different than what is mandated under the CMS rule?
8. What does the ideal telehealth application look like?
9. Where are their gaps or areas of improvement from the patient perspective?