April 7, 2021

As of March 30, patients can now see finalized test results sooner and read provider clinical notes in the MyNM patient portal and MyNM© app. Below are frequently asked questions about this change.

<u>Timely Results Release FAQs</u>
What is changing in MyNM ambulatory results-release practices?
NM already makes ambulatory test results and reports available to patients via MyNM. To provide patients with timelier access to this information, release timeframes will change as follows:

- A small group of straightforward test results will be released immediately on finalization, such as tests for COVID-19 virology, flu and strep.
- Test results that were previously delayed three to seven days (most labs and imaging) will be released at 9 am the day after they are finalized.
- Test results that were previously released manually will continue to be manually released. A result that has not been manually released within 14 days after being finalized will be auto-released to the patient at 9 am on day 14.
- Results that were previously blocked from release will remain blocked.

View the **Patient Information Transparency at NM** presentation for more information, and visit **Physician Forum** and **NMI** for resources.

What is changing in MyNM hospital results release practices?
There will be no change to hospital results-release practices. Hospital (inpatient, ED, observation) test results and reports will be available to patients after discharge, as they are now.

Will preliminary results be released?
No. All laboratory, pathology and imaging results and reports must be finalized before they are released.

Will my patients receive a notification when a new test results is available to view?
Yes. Patients receive a notification when new results are available that day or anytime a manual result is released.

What happens if a patient views a result before I have had a chance to review and comment? Will they be aware this could happen?
It will be important to proactively communicate with your patients about expected timeframes for the release of results so they know what to anticipate. You may consider explaining the possible range of results for a particular test, and when and under what circumstances a patient may expect to hear from you. On the test results section of the MyNM patient portal, there is a statement informing patients that they may be viewing results before their physician has had the opportunity to contact them.

Can I manually block results or adjust the release timeframe?
Yes. In limited circumstances you may adjust the release timeframe at ordering time by selecting an alternate option in the Release to Patient section. Blocking or delaying a result from release to MyNM may be permitted based on:

- Reasonable likelihood of causing patient physical harm
- Patient request

Release to Patient settings cannot be modified after the order is placed.

Will NM patients be informed of these changes?
Yes. Information will be posted on **nm.org** and in MyNM.

Will panel testing and ultrasound imaging reveal the gender of a fetus?
Yes. Panel tests such as prenatal genetic testing and ultrasound imaging reveal the gender. Patients should be informed to not review the result in MyChart if they do not want to know the gender of their baby.

Open Notes FAQS
What types of clinical notes will be made available to patients via MyNM?
Clinical notes signed by a physician or advanced practice provider will be shared by default. Patients will be able to view these notes by encounter in the Appointments / Past Visits section of MyNM.

Notes that auto-release to a patient's MyNM	Notes that do not auto-release to a patient's MyNM

• Signed physician and APP notes, including office visits, telemedicine encounters, INR telephone encounters, home care visits, school/sports physicals and prenatal visits.
• Inpatient notes
	• Notes designated by a physician due to reasonable likelihood that release will cause patient harm, or per patient request.
	• Historical (for visits prior to March 30, 2021)
	• Telephone encounters
	• Other notes, such as
	   ○ Student
	   ○ Nursing
	   ○ Social Work
	   ○ Case Management
	   ○ Physical or Occupational Therapy

When will notes be viewable to patients in MyNM?
Hospital notes (inpatient, ED, observation) will be viewable after the patient is discharged.
Ambulatory notes will be viewable after the ambulatory encounter is closed.

Will historical notes be available?
No. Only notes authored on or after March 30 will be released. However, NM Health Information Management has the ability to provide a patient with an electronic copy of historical notes through the MyNM Document Center in response to a medical records request.

Will patients receive a notification every time a note is available to read?
No. Patients will not receive a push notification to open MyNM to read a note.

Will sensitive notes be available?
Many notes contain sensitive information, and most (including behavioral health notes) will be available for patients to view by default. Certain notes, such as psychotherapy notes that are kept outside the medical record and not subject to the patient right-of-access under HIPAA, will remain blocked from release. As detailed below, there are limited circumstances when providers will have the discretion to block a particular note from being released.

Can I block a note from being released to MyNM?
Yes, in limited circumstances you may block a note from being shared with a patient via MyNM for one of the following allowed reasons:
- Reasonable likelihood of causing harm to the patient
- Patient requested that notes not be shared
Keep in mind that a patient may request access to a blocked note from NM HIM.

Will sharing notes with patients take me more time?
No. Notes will be shared by default, so there is nothing you need to do.

If my patient has a proxy user on their MyNM account, what information will the proxy be able to view?
The information available to a proxy varies by proxy type. For both adult-to-adult proxy and adolescent proxy (full access) types, the proxy will be able to view all information about the patient in MyNM. For these two types, granting access requires a patient signature and completion of the MyNM Proxy form. However, patients have the option to hide MyNM messages from proxy view in the message review section.

The following two proxy types do not require a patient signature:
- **Adolescent proxy (limited access)**: The proxy will have access to a limited set of data in MyNM, such as upcoming appointments.
- **Minor proxy**: The proxy will be able to view all information about the patient in MyNM.

If my adult or adolescent patient wants to revoke full proxy access, what should they do?
The patient can revoke the access directly in the MyNM patient portal, or MyNM app©. Patients can also call MyNM Service Center at 855.HLP.MYNM (855.457.6966).

Will I need to change the way I write my notes?
Good documentation is the foundation of safe and effective patient care, as well as compliant billing. Making notes viewable to patients does not change that standard. It is important to be complete and accurate, and to use objective and clear language. Some providers may choose to adapt their writing to make notes more straightforward for the patient reader, as outlined in the **NM Clinical Notes Writing Tips**. However, notes are still primarily a tool for you to use to document patient care.

What if a patient wants information in a note changed?
HIPAA permits patients to request an amendment to their medical record if they believe information is inaccurate or incomplete, and the NM Health Information Management department facilitates this process at NM. If a patient submits a request to amend documentation you authored, you will have an opportunity to review the request to determine if it should be approved or denied. A patient may request a correction to their health information by filling out the **Patient Request for Amendment of Protected Health Information Form**.