

Consent Collection Form Tip Sheet Get More Patients to Say 'YES!'

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Consent forms give patients the ability to grant or deny consent. Here's how you can help them make the right choice.

The HealthlinkNY Health Information Exchange (HIE) can save providers time and money, and help them coordinate care with other providers by sharing electronic medical records. But the HIE's effectiveness still depends on the paper consent forms signed by your patients. Unless patients grant your organization permission to view their HealthlinkNY medical records, the HIE's trove of data is off-limits to you, hindering your productivity and the patient's care.

So, how do you get patients to say 'YES' to HealthlinkNY? Here's how:

1. Include a HealthlinkNY consent form with the other forms you present to patients at check-in. The form explains that giving consent helps the provider collect medical records from the different places where the patient receives healthcare.

2. Prepare a "script" for frontline staff so they can encourage patients to give consent. Staff should make the following points:

- As your provider, we want to know everything possible about your medical history so we can give you the best care.
- When you give consent, our office will be able look up your medical records online. We will be able to see your test results and won't have to duplicate tests you've had recently.
- We'll be able to share information securely with all of the people who care for you: your primary care physician, specialists, and physical/occupational therapists, as well as clinicians at hospitals and rehabilitation facilities. This ensures that everyone knows everything they can about your health.
- Your records are very safe because only your providers can see them. HealthlinkNY uses the latest and the best encryption to protect your information, and audits provider records regularly.
- You can change your decision at any time.

3. Involve clinicians in the process. Have the frontline staff red flag patients who do not sign the form or deny consent. During the exam, a nurse or physician can say, "I see you have not given your consent for us to access your medical records from your other providers. Do you have any concerns about allowing us to coordinate your care? It is very safe and secure, and would help us get a more complete picture of your health."

Consent Process

1. The Consent Form must have the following information to be valid:
 - ✓ **Consent Choice selected by patient**—GIVE, DENY, or DENY EXCEPT IN *EMERGENCY* (Please note that the “DENY EXCEPT IN EMERGENCY” option is only listed for legal entities with an Emergency Department)
 - ✓ **Patient Name** (printed)
 - ✓ **Patient Date of Birth**
 - ✓ **Patient Signature or Legal Representative Signature** (if applicable)
 - ✓ **Date**
 - ✓ **Legal Representative Information** (if applicable):
 - Printed Name of Legal Representative if signature is other than that of the patient
 - Relationship of Legal Representative to Patient (i.e. Mother, Father, Power of Attorney, Legal Guardian, Stepmother, Stepfather, Healthcare Proxy) if applicable

2. **Is the patient a minor?** In New York, sensitive medical information for minors ages 10 through 18 has special consent restrictions. There is no access through HealthlinkNY on a minor's medical record after they turn 10 and before they turn 18 except in cases of an emergency.

Under Age 10	Parent/Legal Representative Makes Consent Choice
Between Ages 10 and 18	Emergency Access Only—Not Necessary to Collect Consent Form
Age 18 and Above	Once the Patient turns 18, their consent choice automatically resets in the system to the undecided state. A new consent form must be collected for every patient turning 18 years of age.

3. **Enter the patient consent choice into the HealthlinkNY Web Portal.** See the Patient Consent Guide for detailed instructions that reflect your training. Log in at www.healthlinkny.net.
4. **Want to learn more?** Attend any of HealthlinkNY's online consent education webinars that are available through our [website](#). Consent trainings also can be requested by emailing pr@healthlinkny.com.
5. **HealthlinkNY Brochures:** Refresh your supply of brochures by calling us at (844) 840-0050 or emailing info@healthlinkny.com