HIM Solutions Committee

Our Scope:
Embodying processes employed in the management of health information and coordination of patient referrals.

Our Goal
Identify opportunities for increasing efficiency and effectiveness of process and improve communication with patients and providers.

Key Objectives
- Standardize processes across all divisions.
- Increase efficiency with note processing.
- Improve visibility of referral and Him tasks across the department.
- Encourage divisions to engage the central teams to decrease risk of breach and loss.
- Provide a higher level of service through improved knowledge management resources and training.

Next steps
Identify Referral Process
- Create a document that lists division referral processes
- Is a referral required prior to scheduling
- If records need to be reviewed prior to scheduling
- If records are obtained prior to new patient visit date what records are needed
- High priority diagnoses
- Redirected diagnoses
- If division participates in specialty clinics
- Qualifications for services

Next Meeting
- Review document
- Discuss recommendations

Goals
- Gain a better understanding of referral process overall
- Determine and create education material
- Determine if the community needs are being met.

For All Clinic Staff

If you send anything to the lab, please make sure to label it correctly. The following items need to be very clearly written on the label of the specimen you are sending:
- Patient Name
- Patient Date of Birth
- Date of Lab Draw
- Time of Lab Draw
- Your Initials
- The Source of the specimen. Some examples include:
  - For sputum, mark if specifically was obtained for a trach
  - For urine, mark if it was obtained clean catch straight from cath, suprapubic, etc.
  - For a swab, mark if it was nasal, groin, ear, etc.

Failure to properly label specimens will result in the specimen being thrown out.

This impacts the ability to diagnose and treat problems and is very inconvenient for patients and their families.

PLEASE be sure to mark everything clearly and correctly.
HIPPA Reminders

PASSWORD PROTECTION
Do you have a hacker safe password? Keep our patients safe from cyber attacks and data leaks by following some simple guidelines.

- Never use the same password for personal accounts as for work accounts
- Avoid using the same password on multiple accounts/devices
- Utilize passphrases for more secure passwords “Iluvsecurity!”
- Use symbols in place of letters to add another layer of security “Iluvs3curity!”
- Do not discuss password creation techniques
- Do not use common or easy to guess phrases
- Use a password manager like KeyPress to keep track of your passwords.
- Always use a Virtual Private Network (VPN) when working offsite.
- Be wary of websites ask for personal information
- Never share your password
- If you are no longer using an account, close, delete or disable it.

TRIAGE: The triage team will be welcoming a new member as of Monday, July 18th! Maria Linaweaver is a medical assistant who will bring over half a decade of experience in both adult and pediatrics. She is bilingual in English and Spanish and will be joining the Blue Team (GI, Allergy/Immunology, Rheumatology).

Medical Assistant: Ashley Van Leeuwen Hetzog has joined the D Team MA group after 2½ years as an MA at Wasatch Pediatrics and has 4 years working in special education.

Please join us in welcoming Maria and Ashley to the Clinical Enterprise team!

Clinical Enterprise Highlight

Manager, Lorie Lepley
Your Health Information Management (HIM) team works behind the scenes to maintain the quality and integrity of our medical records.

Areas of responsibility:
- Medical record management
- Outpatient clinic note processing
- Scanning/uploading documents to patient chart
- Referral processing
- Document collection at Eccles
- Incoming fax distribution
- Duplicate reporting

The HIM team can be reached via email: PedsHIM@hsc.utah.edu

The difference between try and triumph is a little “UMPH”