



MedicAlert®

Workgroup on the National Health
Information Infrastructure (NHII)

Subcommittee on
Privacy

February 24, 2005

NCVHS

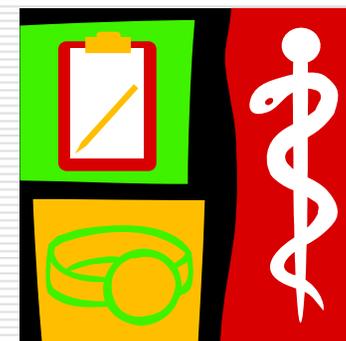
Our Philosophy

The business of MedicAlert® is to **protect and save lives**. We enhance patient safety and improve quality of care, by **providing secure data collection and storage with accurate and easy transfer of medical information to health and safety professionals** 24 hours a day, anywhere in the world.



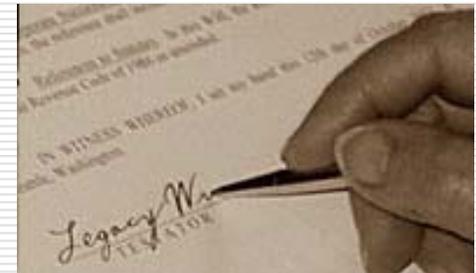
MedicAlert® Services

- Personal Electronic Health Records
 - MedicAlert® has developed an EHR for managing medical information for our members
 - The EHR is designed to be compatible with healthcare industry standards and the data will come from many different sources
 - The CapMed PHR product will allow members to maintain their own records with bi-directional updates to and from the MedicAlert® EHR
 - Records are accessible from the MedicAlert Web site, from the MedicAlert® USB Personal Health Key software, or by calling the MedicAlert® Contact Center



MedicAlert® Services

- ❑ Document Repository Services
- ❑ Professional Education & Training
- ❑ Member Education
- ❑ FDA Approved Medical Device/Implants Registry
- ❑ Family Notification Services



Privacy and Confidentiality Today

- ❑ All personal and medical data is provided directly by our Members
- ❑ MedicAlert® obtains prior written approval for all storage and transfers – electronic or otherwise – of Members' personal data
- ❑ The MedicAlert® Emergency Response Team follows a proprietary 10-step Responder Identification Protocol for all incoming Emergency Calls
- ❑ The MedicAlert® Web site uses the following process and technology components to safeguard member medical information privacy:
 - Member Number / Password combination for access
 - Additional member-selected elements for identification and authorization
 - Secure, encrypted transfer of information



MedicAlert® EHR Interoperability

- Next generation Enterprise Architecture will include the HL7 RIM and functionality that maps to the EHR Functional Outline, and emerging OMG-HL7 Service specifications for EHR interoperability
- Expanded scope of information sources for our membership will drive interoperability with provider EHRs, payers, labs, etc.
- Expanded scope of drug utilization reviews drive interoperability requirements with chain drug stores, pharmacies and PBMs
- Management of patient-directed authorization for release of information will also drive requirements for interoperability



Privacy and Security Tomorrow

- The following enhanced security measures are in various stages of deployment:
 - Multi-tiered data access authorization
 - Internal network domains include software and hardware firewalls
 - Internal hacking and intrusion detection
 - Every data access generates an audit trail
 - Application of regular and extensive “password guesser” algorithms
 - No unencrypted XML data
 - All externally accessed hardware in a DMZ
 - No unencrypted login across machines
 - Data source notations (e.g. patient entered or medical professional entered)

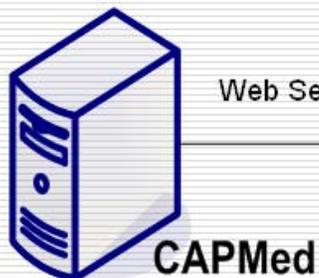
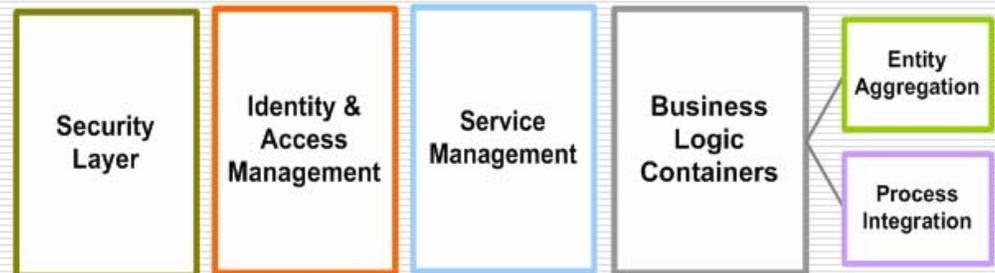
MedicAlert® Security Architecture

Technology Products



<http://www.medicalert.UpdateMyRecord.aspx>

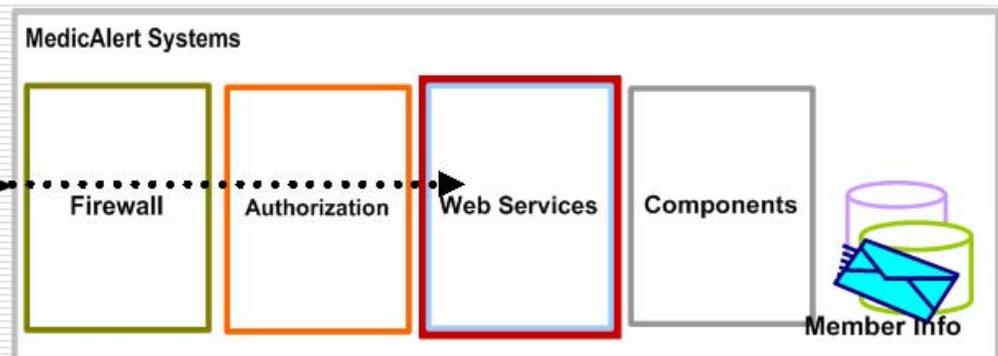
Technology Concerns



Web Services



Web Services



Privacy – Upcoming Issues

- ❑ Authorization management, since much of our potential business with payers, PBM's, employers, etc. falls outside the direct medical care umbrella.
- ❑ Authorization of emergency responders for release of information
- ❑ Member support and education on the implications of withholding or releasing information under different circumstances

Authorization Management

Members must be in control of data sharing between MedicAlert® and our current and future partners:

- Provider Electronic Health Records
 - Expanded scope of data collection
 - Availability of medical data to providers
 - Downloadable to the PHR
- Payers
 - Expanded scope of data collection
 - Out of network notifications
- Employers
 - Health and wellness reporting
 - Occupational Health
- Pharmacy Benefits Managers and Retail Pharmacies
 - Expanded scope of drug utilization reviews
 - Drug interaction checking
 - Adverse Event Reporting
- Laboratories
 - Expanded scope of data collection
 - Downloadable to the PHR

Role-Based Access Privileging

- Services Specification Project
 - HL7 and OMG HDTF collaboration
 - Technical requirements for interoperability
- Functional Requirements
 - Standard list of common roles
 - Common situations/contexts
 - Guidelines for policies
- Authorizing emergency responders
 - ? Use of provider/facility ID's

Consumer Education/Counseling

- Implications of Withholding Release of Info
 - What may not be relevant in what situations
- Implications of Releasing Info
 - What may be relevant in what situations
- Requires healthcare professionals to counsel patients regarding their particular situations and objectives
 - Who? When? Where?

MedicAlert® Community



Consumers



Government



Hospitals



Physicians



Pharmacies



Public Safety



Clinical Trials