



HealthSource Clarity

5.8 Release Notes

December 16, 2021



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Contact Information

Ciox Health
120 Bluegrass Valley Parkway
Alpharetta, GA 30005
Customer Care Phone Number: 877-358-6939

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HealthSource Clarity 5.8 Release Notes

See the following sections for detailed information on the changes for this release.

Features

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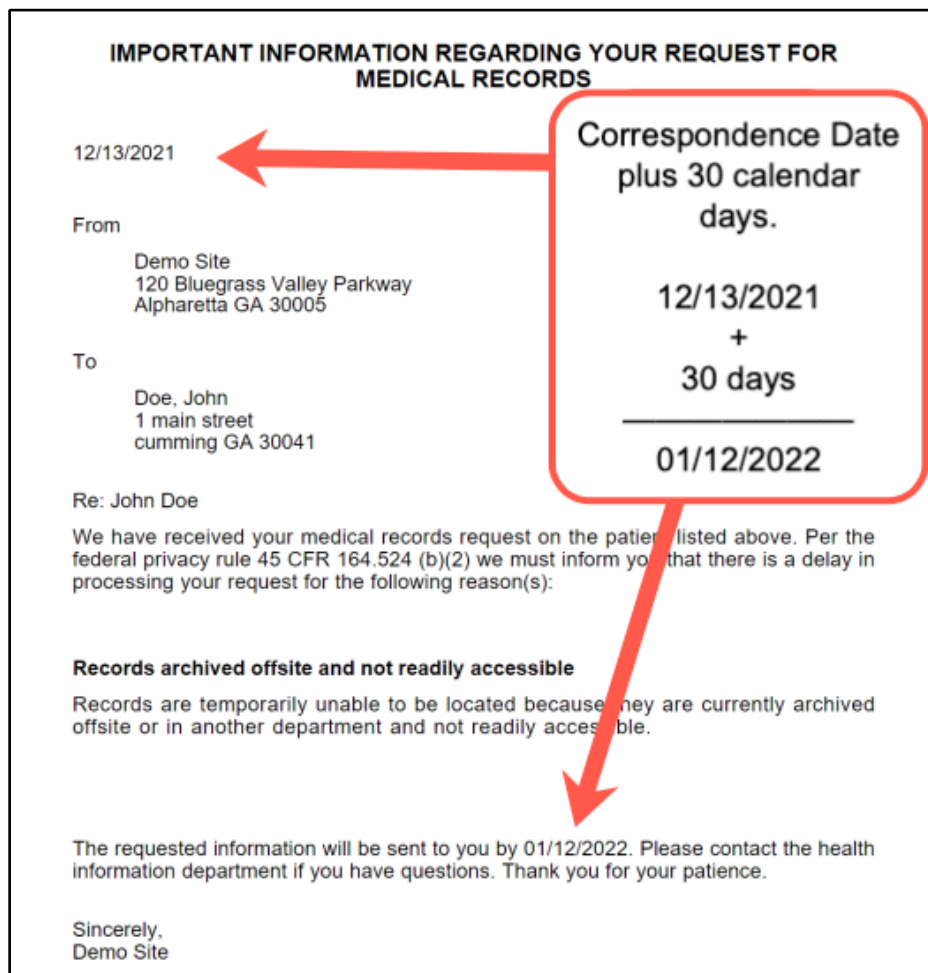
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Correspondence Notice of Delay – auto insert delivery date

The federal privacy rule 45 CFR 164.524 (b)(2) mandates we inform the patient that there is a delay in processing their request within 30 calendar days of the Facility Receive Date, and the request must be processed within 60 days of the Facility Receive Date. It is our obligation to advise the patient as to what date they will receive the records.

To save you time, all the Notice of Delay letters automatically get updated with a date that is 30 calendar days from the date you generate the correspondence letter (i.e., Correspondence Date). You can edit the date if necessary, but the specified date for which the patient can expect to receive the records cannot be more than 60 days from the Facility Received Date. See the example shown below.

A sentence with the actual date has been added to the letter: The requested information will be sent to you by **mm/dd/yyyy**.



IMPORTANT INFORMATION REGARDING YOUR REQUEST FOR MEDICAL RECORDS

12/13/2021

From
Demo Site
120 Bluegrass Valley Parkway
Alpharetta GA 30005

To
Doe, John
1 main street
cumming GA 30041

Re: John Doe

We have received your medical records request on the patient listed above. Per the federal privacy rule 45 CFR 164.524 (b)(2) we must inform you that there is a delay in processing your request for the following reason(s):

Records archived offsite and not readily accessible

Records are temporarily unable to be located because they are currently archived offsite or in another department and not readily accessible.

The requested information will be sent to you by 01/12/2022. Please contact the health information department if you have questions. Thank you for your patience.

Sincerely,
Demo Site

Correspondence Date plus 30 calendar days.

12/13/2021
+
30 days

01/12/2022

Notice of Delay Letter reasons:

- Notice of Delay Letter ⓘ
- Clinical Treatment Research study ⓘ
- Medical record unavailable due to analysis ⓘ
- Patient in hospital ⓘ
- Pending health care provider's approval ⓘ
- Records archived offsite and not readily accessible ⓘ
- Technical issues in retrieving ⓘ

Sending a Notice of Delay correspondence letter results in the eRequest ID being changed to the status of delivered and closes the request.

You are **REQUIRED** to **IMMEDIATELY RE-ENTER** the request so once the delay issue is resolved, this request can be processed, and the PHI released.

As a reminder, the process for sending NOD letters is below:

1. Select Notice of Delay in Correspondence Letters.
2. Select all sub reasons that apply.
3. Release date is automatically entered in the body of the letter for 30 calendar days from the date of the NOD letter.
 - a. If the NOD letter is being sent at more than 30 days pending, you **MUST** calculate the estimated delivery date to be within the 60 calendar days of the Facility Received Date.
 - b. A NOD letter should not be sent if the request is pending 60 or more calendar days. The records should be sent or a correspondence letter stating why the records are not available.
4. Submit the Correspondence Letter.
5. Re-enter the request with the same Facility Received Date for tracking and delivery when the records are available for release.
6. Add a comment In HealthSource in the new eRID referencing the original and add a comment in the old eRID referencing the new RID.

Correspondence Invalid Subpoena – new sub-reasons

There are four new sub reasons to explain why a Subpoena is invalid. When selected the appropriate language will be automatically added to the letter. Please work with your manager if you have questions about when to use these new Invalid Subpoena reasons. Keep in mind, you may need to select more than one sub reason.

Invalid Subpoena ⓘ

- Provide a HIPAA valid authorization or a court order ⓘ
- Provide a protective order ⓘ
- Provide proof no objections were filed and the objection time has passed ⓘ
- Provide proof the patient and all parties were given a notice the subpoena was issued ⓘ

Note: You may need to reduce the browser text size percentage if the right margin is not displayed to be able to see the entire hover help message. An example of the right margin being cut-off is below.

Invalid Subpoena ⓘ

- Provide a HIPAA valid authorization or a court order ⓘ
- Provide a protective order ⓘ
- Provide proof no objections were filed and the objection time has passed ⓘ
- Provide proof the patient and all parties were given a notice the subpoena was issued ⓘ

The party requesting such information demonstrates a good faith attempt to provide written notice to the individual (patient) and all parties to the case that includes sufficient information about the legal proceeding to permit the patient to raise objections. Upon receipt of the

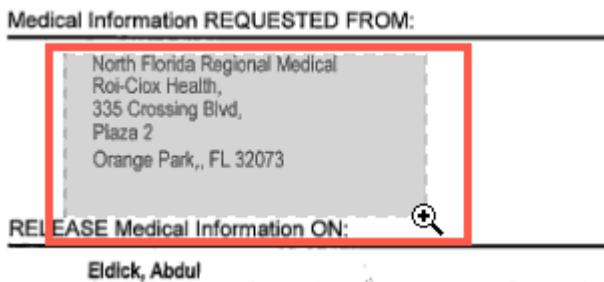
Marquee Zoom for Miscellaneous Documents

You can now enlarge or zoom a specific portion of a miscellaneous document for a closer view on both the main screen (viewer) and on the Edit window.

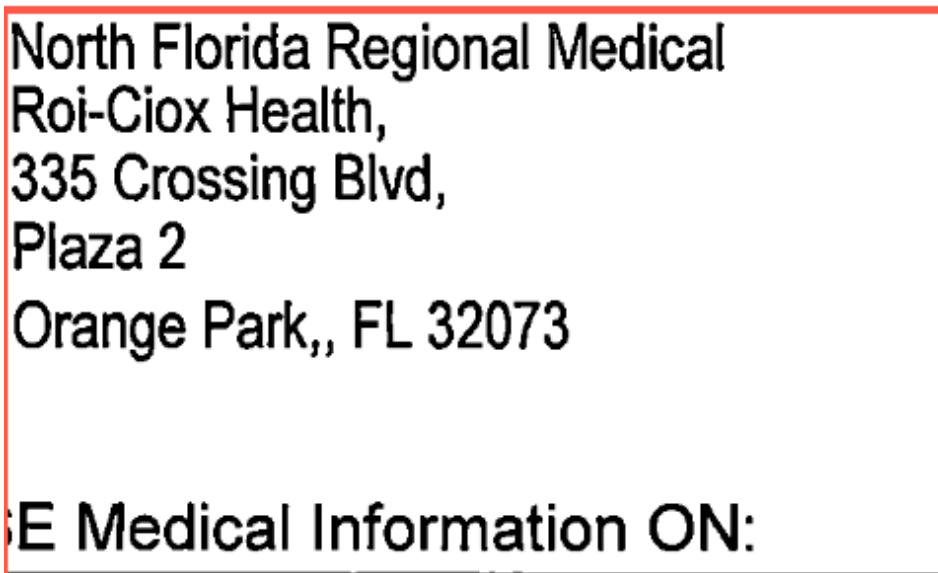
It's simple! Just click the Marquee Zoom icon on the Request Letter, Medical Record or Miscellaneous document.



A magnifying glass appears above the document. Put your mouse near the section you want to enlarge. Left click and drag the mouse to select a section of text you want to zoom and then release the mouse.



The selected section will now be enlarged.



The moment you click on the icon, the icon changes to a FIT Icon. The marquee zoom percentage increase will apply to all pages in the document. Once you are done with marquee zoom, you can click on the FIT Icon and return to the regular viewing mode.



Notes:

Marquee zoom is not available when using the rotate page function.

Marquee Zoom will not function using Internet Explorer browser for Ready to Log or Ready to Fulfill requests.

Defect Fix

- Requester info is no longer randomly removed when Comments are entered prior to selecting the Requester. (51430, 50072)