



HealthSource Clarity

v5.6 Release Notes

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

Note: The Subpoena Motion to Quash auto release and the Search pop-out window features have been delayed.

Features

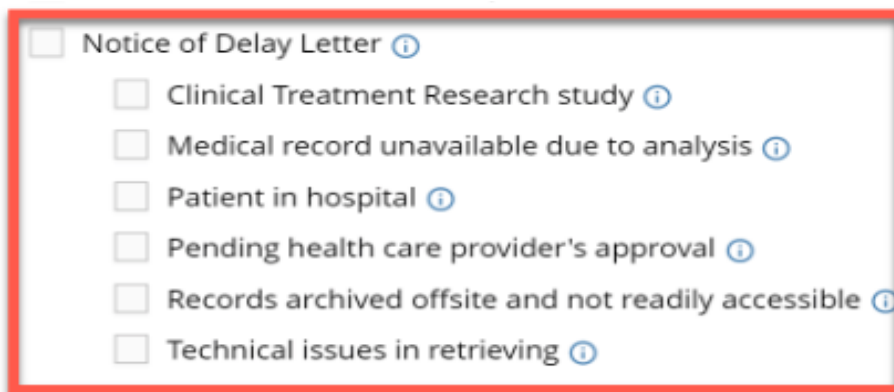
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Correspondence Notice of Delay sub reasons

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 days of the Facility Receive Date.

New sub reasons have been added to explain to the patient/requesters why the request is taking longer to release. Now there are six reasons available. Please work with your manager if you have questions about when to use these new 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 ⓘ

Reminder:

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:

Utilize the HealthSource Correspondence Letter

- a. Select Notice of Delay.
- b. Complete the reason and add the anticipated date of release that is no longer than 30 days after Notice of Delay is sent, or 60 days after facility received date.
- c. Add a note in HealthSource comments section referencing the new eRID.
- d. Deliver the letter using the same delivery method as was selected for the records.
- e. Re-enter the request with the same facility-received date for tracking and delivery when the records are available.
 - i. Add a comment referencing the original eRID in the new eRID.

Correspondence Letter language updates

The following Correspondence Letters have had letter language update improvements

- Deceased Patient
- Description of Disclosure Missing
- Electronic Signature
- Executor's Letter Naming Executor Missing
- Invalid Subpoena
- Out-Patient Lab Results - Private Practice Only
- Requested documents are not permitted to be released per facility policy
- Authorization Missing
- Authorization Missing TPO Statement
- Health Care Power of Attorney Missing
- Purpose of Authorization Missing
- Signature Discrepancy
- Out-of-State Subpoena
- Patient Not Found