Group Talk
Medical Group News — For Our Physicians
UMass Memorial Health
UMASS MEMORIAL MEDICAL GROUP
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Important Update on Information Blocking

In order to be consistent with the Federal 21st Century Cures Act expectations around prevention of information blocking, an important change took place in Epic earlier this month regarding the sharing of notes,

Effective, Thursday, May 13, 2021, notes from telephone encounters now will be automatically shared with patients through myChart. Many telephone encounters reflect a dialog between a patient and members of the provider team and may document an episode of care for the patient; therefore, the Information Blocking Clinical Leadership committee has determined that these notes need to be visible to the patient. Please review the following information regarding the sharing of telephone encounters as well as the use of other communication tools in Epic.

- Telephone encounter notes will be released prospectively, effective May 13, 2021.
- Telephone encounters are part of the legal medical record and should include all clinically relevant information relating to the encounter.
- Some providers and staff have been using telephone encounters for communication about quality of care, staff performance, risk management concerns and other issues. It is not appropriate to use a telephone encounter for communicating these concerns. Concerns about staff performance, risk management, quality or safety should not take place in Epic. Such concerns should be brought to the attention of your manager, Human Resources, Risk Management or other appropriate department.
- Staff messages and routing comments are not considered part of the legal medical record and are not shared with patients. If the staff message includes clinical or therapeutic information, you should copy the information into a telephone encounter by clicking the “Telephone Call” icon in the staff message. For more information, please review this Job Aid. If the staff message includes purely administrative information, do not copy to a telephone encounter.
- Avoid use of email for clinical communication. Email is not part of the legal medical record.
- See this helpful table for more information about note types and appropriate uses for ambulatory patient communication.

Please remember that as of October 2022, all electronic health information in Epic will be automatically shared to the myChart patient portal in accordance with the federal requirements. For additional questions, please review the Information Blocking page on the Hub, or contact the IS Support Center at 508-334-8800.

Eric Alper, MD
Senior Vice President, Chief Quality Officer and Chief Clinical Informatics Officer
UMass Memorial Health

Pamela Manor, DNP
Chief Nursing Informatics Officer
UMass Memorial Health