Veterans Health Administration
Patient Record Access and “Ownership”

Neil C. Evans, MD
Chief Officer, Office of Connected Care
Veterans Health Administration
VHA HANDBOOK 1907.01

12. MANAGEMENT OF HEALTH RECORDS:

a. **Ownership.** A health record and the health information within the health record are property of VA, as specified by 5 U.S.C. 552a(a)(4) and 44 U.S.C. 3301.
VA’s Connected Care Vision

Access and the Veteran Experience will be enhanced through information and communication technologies that are effectively integrated into the daily lives of Veterans and VA Staff.
**VA Form 10-5345a**

### PRIVACY ACT INFORMATION

The purpose of this form is to provide as individual the means to make a written request for a copy of their information maintained by the Department of Veterans Affairs (VA) in accordance with 38 CFR 1.577. The information on this form is requested under Title 38 U.S.C. Your disclosure of the information requested on this form is voluntary. However, if the information including the last four of your Social Security Number (SSN) and Date of Birth (used to locate records for release) is not furnished completely and accurately, VA will be unable to comply with the request. Failure to furnish the information will not have any effect on any other benefits to which you may be entitled.

### TO: DEPARTMENT OF VETERANS AFFAIRS (Name and Address of VA Health Care Facility)

### LAST NAME: FIRST NAME- MIDDLE INITIAL

### LAST 4 SSN

### DATE OF BIRTH

### DESCRIPTION OF INFORMATION REQUESTED

Check applicable box(es) and state the extent or nature of information to be provided:

- **HEALTH SUMMARY (Prior 2 Years)**
- **INPATIENT DISCHARGE SUMMARY (Dates):**
- **PROGRESS NOTES:**
  - **SPECIFIC CLINICS (Name & Date Range):**
  - **SPECIFIC PROVIDERS (Name & Date Range):**
  - **DATE RANGE:**
- **OPERATIVE/CLINICAL PROCEDURES (Name & Date):**
- **LAB RESULTS:**
  - **SPECIFIC TESTS (Name & Date):**
  - **DATE RANGE:**
  - **RADIOLOGY REPORTS (Name & Date):**
  - **LIST OF ACTIVE MEDICATIONS**
  - **OTHER (Describe):**

### COPY OF HEALTH INFORMATION IS TO BE DELIVERED TO THE INDIVIDUAL

- **PAPER**
- **CD-ROM**
- **OTHER:**
- **IN-PERSON PICK-UP, PROVIDE CONTACT PHONE NUMBER:**
- **MAIL TO ADDRESS:**

### PATIENT SIGNATURE (Sign in ink)

### DATE (mm/dd/yyyy)

**NOTE:** If signed by someone other than the individual, indicate the authority (e.g. guardianship or power of attorney) under which request is made.
Timeline

- My HealtheVet Launches (Nov. 2003)
- VA Blue Button Available (Aug. 2010)
- VA Open Notes Available (Jan. 2013)
- U.S. Postal Service Pilot Launches (Oct. 2017)
- VA Medical Images and Reports Available (April 2018)
- Expansion of APIs (2018 and beyond)
<table>
<thead>
<tr>
<th>Year</th>
<th>Milestone</th>
</tr>
</thead>
<tbody>
<tr>
<td>1999</td>
<td>• My HealtheVet Pilot at 9 VA Medical Centers</td>
</tr>
<tr>
<td>2003</td>
<td>• National My HealtheVet Portal deployed</td>
</tr>
</tbody>
</table>
| 2004 | • New user registration module deployed  
|      | • Expansion of self-entered data modules |
| 2005 | • Online Prescription Refill Requests  
|      | • Additional Self-entered Modules |
| 2006 | • In Person Authentication to Upgrade to Premium Account |
| 2007 | • Account Activity History  
|      | • Forgot User ID and Password Support  
|      | • Upgraded Health Calendar  
|      | • ForeSee Survey Launched |
| 2008 | • Secure Messaging  
|      | • Master Veteran Index Synchronization |
| 2009 | • VA Wellness Reminders |
| 2010 | • VA Blue Button Feature |
| 2011 | • VA Appointments  
|      | • VA Allergies  
|      | • VA Chemistry/Hematology Lab Results  
|      | • DoD Military Service Information  
|      | • Display Rx Medication Name in addition to RX Number |
| 2012 | • Secure Messaging with all VA primary care providers  
|      | • VA Immunizations  
|      | • DS Logon Single Sign on  
|      | • Social media content promotion |
| 2013 | • Expansion of VA EHR data in VA Blue Button Report (e.g., VA Notes, VA Radiology Reports, Pathology Reports, Microbiology Lab Results, etc.)  
|      | • VA Health Summary (C32)  
|      | • Hold Periods reduced from 7 to 3 calendar days  
|      | • My Goals  
|      | • Ability to Re-assign Secure Messages  
|      | • HealtheLiving Assessment (health risk appraisal)  
|      | • Veterans Health Library |
| 2014 | • Ability to send Secure Messaging Attachments  
|      | • eROI form for online authentication  
|      | • Cloud Migration for system stability, scalability, and performance  
|      | • Log in Box enhancements  
|      | • SM API  
|      | • Display Medication Images in Pharmacy module |
| 2015 | • Secure Messaging Workload Credit  
|      | • Rx Refill Shipment Email Notification  
|      | • Rx Refill API  
|      | • VA Appointment Email Reminders  
|      | • Save SM Progress Notes to CPRS  
|      | • Subscribe to My HealtheVet Newsletter (+300,000 first year) |
| 2016 | • Content Management System deployed  
|      | • Incremental Redesign: Homepage Dashboard  
|      | • Session Time out Warning |
| 2017 | • Enhanced VA Health Summary (CCDA) with Surgical and Clinical Procedure Notes  
|      | • Incremental Redesign: Theme deployment  
|      | • VA Medical Images and Reports Pilot  
|      | • Veterans Benefits Handbook  
|      | • Online Appointment Scheduling |
4th Quarter 2017

- **1.55 million** active users (32% mobile)  
  (out of **4.2m** registrants, **2.5m** premium)
- **3.54 million** Secure Messages sent/received
- **1.39 million** Blue Button downloads
- **5.22 million** Prescription refills
- **~100K** new registrations
- User Satisfaction Jan 2018 CXA survey - **80**
- **68%** of users are 65 or older.
- **50%** also use a community provider

In FY2017, compared to FY2016:

- **20.7%** increase in online prescription refills
- **33.9%** increase in Secure Messaging
- **38.7%** increase in use of the VA Blue Button
Patients who viewed their notes anticipated considerable benefits from having access to clinical notes similar to the OpenNotes study, including:

- doing a better job of taking medications as prescribed (80%)
- being better prepared for clinic visits (89%)
- feeling more in control of their health care (91%)
- taking better care of themselves (91%)
- understanding their conditions better (92%)
- being better able to remember the plan for their care (92%)

• View images online

or

• Download diagnostic grade DICOM files

  – Mammograms (screening and diagnostic)
  – Radiographs (chest x-rays, abdominal x-rays, bone x-ray)
  – Digital radiography (DR), computed radiography (CR)
  – Fluoroscopy (barium swallow, upper GI, barium enema)
  – Ultrasounds
  – CT scans images and nuclear medicine images, may include Magnetic Resonance (MR) in facilities with PET (Positron Emission Tomography)/MR
  – MRI, MR angiography, MR Venography
  – Angiography radiographs and cine loops
  – Interventional Radiology as part of the procedure, may include radiographs, ultrasound, CT, or cine loop
VA Medical Images and Reports Overview

Welcome BBMtwo (Premium)
Account last accessed: 20 Feb 2018 @ 1828 ET

My HealtheVet / Personal Information / Download My Data / VA Medical Images and Reports

Download My Data

VA Blue Button Report
VA Health Summary

VA Medical Images and Reports

Personal Health Information of BBMtwo MHVBBMtwo

Your VA Medical Imaging and Reports Information was last updated in My HealtheVet on 02/14/2018 @ 0934 ET.

Each day you log into your My HealtheVet account, your VA health information will be updated. Updates are done once a day. The following information is being updated:

- VA Medical Imaging and Reports
- VA Radiology

If you proceed with your download while updates are in progress, you may not receive the most up-to-date information.

Updates are done once a day.

Check Updates
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<th>Date/Time Exam Performed</th>
<th>Procedure</th>
<th>Test Name</th>
<th>Performing Location</th>
<th># Images</th>
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Test Name: COMPUTED RADIOGRAPHY
Performing Location: VA Salt Lake City Healthcare Sys
No. of Images: 6
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Some Final Thoughts