

Interoperability & Patient Access Final Rule

Patient access

- You have a right to see your health information and medical records.
 - You have a right to see your health information because of a law called the Health Insurance Portability and Accountability Act of 1996 or HIPAA.
- Your medical records help you know more about your health.
- You decide who gets to see your health information.
- Getting your Oregon Health Plan medical records is easier than before.
 - You can get your medical records on your phone.
- You can get the following information:
 - Services you received (*Adjudicated claims*)
 - Description of costs (*Provider remittances*)
 - Clinical data (*labs, vitals and other data*)
 - Medication prescribed (*Formulary data*)
 - Information about your provider or doctor, including their specialty and how to contact them. (*Provider names, Addresses, Phone numbers, Specialties*)
- You can get your OHSU Health medical records from 1/1/2020 to now using an app or website.

Tips for privacy and security

- Use a trusted app or website to get your health information.
- Read the fine print. Check the terms and conditions before you sign up to make sure the app or website does not share or sell your information.

- Use strong passwords. Change them often to keep your information safe.
- Don't share your health information or ID numbers on social media.
- Use encryption apps or software for extra security.

HIPAA and privacy violations

- Your health information is private and should be protected.
- Clinics, providers, health plans and the State of Oregon have to follow HIPAA rules to keep your health information safe.
- Be careful when sending your health information to an app or website. Apps and websites do not have to follow the same health privacy rules as OHP or your doctor.
- If you believe your health information was not protected, you can file a complaint.
- **Complaints about providers, clinics, health plans and other medical organizations**
[File a health information protection complaint](#) with the Office for Civil Rights in the U.S. Department of Health and Human Services.
 - The Office for Civil Rights (OCR) investigates complaints against people and organizations who follow HIPAA rules, like providers and health plans.
- **Complaints about apps, websites, and other businesses.**
[File a privacy and online security complaint](#) with the Federal Trade Commission.
 - The Federal Trade Commission (FTC) investigates violations of online security, fraud, and bad business practices.

Key Resources for You

- Member homepage: [OHP.Oregon.gov](https://www.ohp.org)
 - Dedicated page for Interoperability and Patient Access info
- OHP Notice of Privacy Practices: [Your information, your rights, our responsibilities](#)
- HealthIT.gov infographic: [Your health information, your rights](#)
- HealthIT.gov fact sheet: [How to keep your information private and secure](#)

OHSU Health's Customer Service

- Need help? Call 844-827-6572. TTY users, please call 711. Customer Service is open Monday through Friday, 7:30 a.m to 5:30 p.m PST.

Call us if you need a different format or help in another language, large print, Braille or other formats. This is free of cost to you.