

CommonWell FAQs

- **What is CommonWell?**
 - CommonWell Health Alliance® Services is a national network of organizations aligned to streamline the secure sharing of health data with a goal of improving care coordination and health outcomes. Petersburg Medical Center has entered into a partnership with CommonWell Alliance to bring this platform to our EHR.
- **What does it do?**
 - This secure national platform allows healthcare providers to share documentation across separate EHR systems.
- **What is shared?**
 - **ADTs** (Admit/Discharge/Transfer HL7 Interface messages) includes only patient demographic info for the purpose of enrollment in CommonWell.
 - **CCDs** (Transition of Care, Summary of Care, CCDa) – regulatory required template summary of care shared today through Direct Secure Messaging.
 - **Provider Notes** (PDFs)
 - Notes Types shared to CommonWell
 - Consultation Notes (multiple)
 - InPatient Progress Notes (multiple)
 - Clinic Notes (multiple)
 - Operative Report - Full
 - Discharge Notes
 - History & Physical
 - ED Provider Notes
- **What is the benefit?**
 - Improves clinical communication.
 - Decreases delays in scheduling and care awaiting documentation from external sources.
 - Decreases the potential for unnecessary or repeated costly tests and procedures.
 - Decreases the potential of patient negative reactions or side effects of treatment regimens.
- **Is it Secure?**
 - CommonWell has governance, policies and procedures in which the adopters of the service agree to operate.
 - CommonWell itself never stores clinical data, the platform uses a layered security approach to help ensure the safety of the clinical and demographic data being transferred. Only trusted systems are permitted to execute requests against the platform.
- **What about sequestered data from behavioral health or Substance Use disorder visits?**
 - Sequestered clinic locations and documentation is NOT included in CommonWell sharing.
- **Who is connected?**
 - Thousands of health care practitioners, from single-physician offices to multi-hospital systems, are sharing patient data seamlessly across disparate health systems, different venues of care, various health IT systems and geographies – both next door and across the nation.
 - This list of participating practices changes daily refer to www.commonwellalliance.org

- **How do patients get enrolled?**
 - Our patients are automatically enrolled into CommonWell.
 - At their first visit after go-live the information from the visit will flow to CommonWell. Historical information in the chart from visits prior to the first visit after go-live are not shared to CommonWell.
 - Information about CommonWell will be posted and available in clinical areas for patients.
 - No registration changes are needed.
- **What if the patient states they do not want us (our shared EHR sites) to share their visit information with CommonWell?**
 - Patients have the right to opt out.
 - Assure patient has the information on the benefits of the system.
 - Clinic front desk staff and registration staff can update a registration field to document “Do Not Share” for CommonWell.
 - An opt out form must be signed by the patient.
 - This document will be scanned into the chart and the original sent to HIM.
 - Until the patient decides to opt back in no data from any shared domain visit during the time opted out will go to CommonWell.
- **What if the patient states they do not want their information shared between any providers on the CommonWell platform?**
 - Staff have the ability to Un-enroll patients within the CommonWell page in PowerChart.
 - Be aware this is not just about care here but will prevent external sites sharing anything for this patient between each other as well.
 - Be sure patient has full understanding of this decision.
 - Once unenrolled from CommonWell no site will be able to access any past or present visit data on CommonWell.
- **Where do I find this data in PowerChart?**
 - Providers and support staff will have a CommonWell page added to the table of contents along the left side of your view in PowerChart.
 - Many positions will also have a link to this within the workflow pages or playbooks view they use during visits.
- **What can clinicians do on the CommonWell page?**
 - View any documents from external sources that are available for the patient.
 - Save the external document to our local chart if desired (the document will automatically save to the appropriate folder).
 - For provider type notes they will save to the appropriate Outside Record folder
 - For CCDA Summary of Care documents they will file to the transitions folder
 - Reconcile new information if available from external sources for allergies, medications, Immunizations and Problems if desired.
 - These new items may be added into our system as written, added with modification or deleted.
- **What if I don't see visit information from an external source the patient has told me about?**
 - Potential causes:
 - The external provider/site may not be connected to CommonWell yet.
 - The patient may have opted out of sharing information from that provider/site (a registration process at the external site).
 - The external provider/site may not have included that particular documentation type in their CommonWell design. Each organization decides what note types are included to go out to CommonWell. We can only control what is shared out from our shared EHR.