

Version	Approval Date	Owner
1.0	September 11, 2015	Martin Lupinetti

# Urgent Patient Activity Liaison Use Case

## 1. Purpose

The Urgent Patient Activity Liaison (UPAL) is to provide a real-time look-up capability of an individual patient’s emergency healthcare activity across the greater Philadelphia region in the event of a regional situation impacting healthcare services for a large number of citizens.

This service is based on the Admission, Discharge, Transfer (ADT) HL7 message that HSX currently captures from its participating hospital members across the greater Philadelphia region. This Information Technology service would be made available as a tool for the HSX member hospitals and healthsystems directly. It is not a replacement for Knowledge Center or any existing disaster preparedness or response procedures that exist in the region.

In the event of a crisis or emergency circumstance, this service can be invoked to locate the institution to which patients have been admitted, discharged or transferred. This service is extremely valuable when there are a large number of patients who need to receive emergency hospital services resulting from a crisis event in order to assist next-of-kin and other family members to identify the location where their relative is receiving care.

Presently, this data can be used to notify a Provider of the encounter status of their patients to improve timely follow-up care or care coordination following a hospital admission (i.e., the HSX Encounter Notification Use Case). This same data can also be leveraged to support hospital capacity planning across the entire hospital/healthsystem community in the greater Philadelphia region.

## 2. Scope

The UPAL service would be made available for any type of emergency circumstance as determined by the HSX senior management team in concert with the HSX Executive Committee all in accordance with applicable definitions under state and federal law. This could include, but is not limited to, the following:

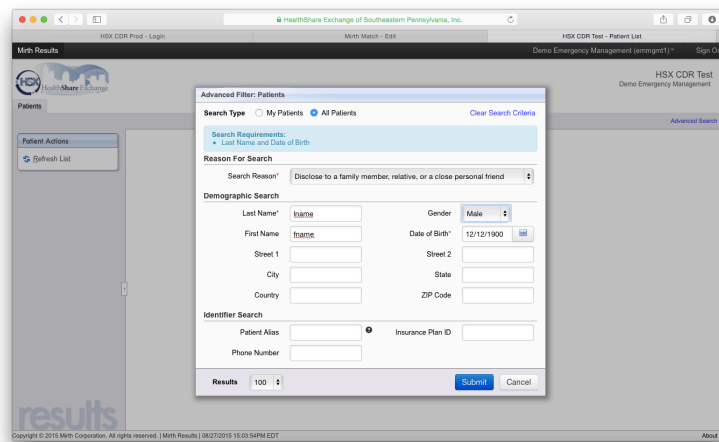
1. State of emergency or grave situation that requires multiple health systems to respond;
2. Family members locating a patient in a hospital or emergency department.

*Note: Hospitals will leverage current policies and procedures for validating a family member who makes a request to locate a patient.*

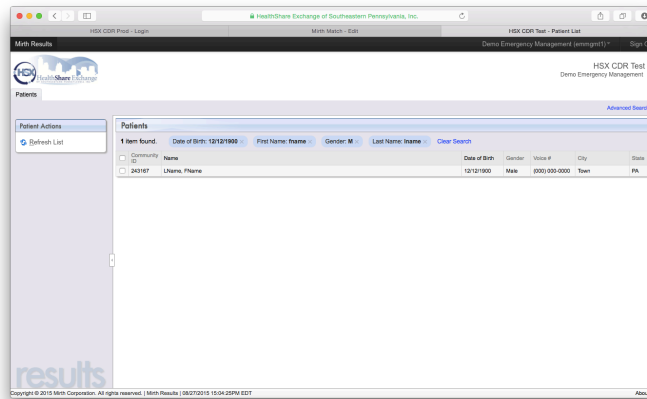
The foundation of the patient activity liaison lookup capability is the Admission, Discharge, or Transfer (ADT) messages that HSX currently receives from its hospital members. Given that HSX already collects this information from hospital members in support of previous use cases, the UPAL service would benefit from reusing the same data to enable this new service.

Some additional scope statements:

- The UPAL would only be made available to HSX staff; specific individual providers will contact HSX to locate a patient.
- The UPAL would provide a search capability for only those patients who have been admitted, discharged or transferred into/from an HSX member hospital.
- The UPAL would search on the following patient information:
  - Last name
  - Date of birth



- The result of the search would be any patient ambulatory, emergency, and inpatient encounter location including their last name and date of birth.



- The result of the search (i.e., a patient location) would be provided back to the requesting HSX member provider to be shared with the requesting family member.

### 3. Policy

- 3.1. This policy would be applied for all patients served by HSX participants. This service will be available as backup and will augment any current information sources that are in place today to locate a patient by a family member.
- 3.2. HSX management and staff will be the specific users of the UPAL. Contacts at each health system and hospital that are currently working with and aware of HSX will be points of contact for making a request to HSX to locate a patient. These points of contact will work closely with emergency response planning at their designated entity.
- 3.3. In accordance with HIPAA law 164.510(b) - A covered entity may use or disclose protected health information to notify, or assist in the notification of (including identifying or locating), a family member, a personal representative of the individual, or another person responsible for the care of the individual of the individual's location, general condition, or death.
- 3.4. The triggering request for the UPAL service would be a designated family member as determined by hospital provider. Validation of this relationship

to the patient would be the responsibility of the HSX member hospital utilizing their current policy and procedures.

3.5. The results of the search (i.e., a patient location) would be provided only to the hospital point of contact, who will relay the message to the requesting family member.

3.6. This service would be available to providers only for emergency circumstances and would be turned on/off as determined by HSX Senior Management and in concert with the HSX Executive Committee.

## 4. Procedure

### Patient Consent

UPAL will follow the Opt-Out policy

### Clinical Data Repository Access and Data

- HSX designates staff as Users who are able to search all patients in the Master Patient Index and only return limited, minimally necessary information to locate a patient. No other information will be made available for this search capability.
- Minimum Necessary Data Elements are Restricted to Only Encounters and Demographics.
- Users will only be activated during a specific period of time or emergency.
- Users will be deactivated after the specific period of time or emergency.

### Authorized Users

HSX will be the authorised user of this services. HSX will identify specific member hospital personnel and providers to make a request to HSX and locate a patient on behalf of a family member inquiry regarding a patient's location.

### Hospital Patient Activity Liaison Service Process

- Hospital Requester contacts HSX with First and Last Name of Patient on behalf of Family Member
- HSX Requests Patient Birth Date
- Hospital Requester confirms Family Member's Relationship to the Patient
- HSX Authorized User Searches Clinical Data Repository
- Select Search Reason "Disclosure to Family Member" as example

- HSX staff provides information about a patient to a hospital requester on behalf of a Family Member with Hospital Admit or Discharge for Patient and Hospital Name and Hospital Phone Number

**Service Availability and Support**

HSX Staff will provide 24/7 availability and support when this service is available. To make patient location requests, contact HSX Support as follows:

**Email: [HSX.upal@hsxsepa.org](mailto:HSX.upal@hsxsepa.org)**  
**Phone: 855-479-7372 (855-HSX-SEPA)**

**5. Enforcement**

HSX will validate all user calls and requests for this service. HSX will maintain audit logs in accordance with the *Compliance Policy* for (7) seven years of access information for the specific period of time that the service is turned on and made available.

Participants’ failure to adhere to HSX’s applicable policies will be subject to corrective actions that may include, but not be limited to, re-education; training; and suspension of service until the participant is able to comply with the policy.

**6. Definitions**

For a complete list of definitions, refer to the *Glossary*.

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Approved By	HSX Management Team; HSX Executive Committee; HSX Clinical Advisory Committee; HSX Privacy and Security Workgroup; Technical Standards Committee	Approval Date September 11, 2015	

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