



Mass HIway Newsletter

Aug 2021

For more information, visit www.masshiway.net

Spotlight Story: Island Healthcare Uses HIE to Improve Referral Process



Island Health Care is a community health center serving the population of Martha's Vineyard. Its physicians, nurse practitioners, nurses, and psychiatrists collaborate to meet patient-centered goals and performance standards to provide quality care.

For patients requiring specialist care, Island Health Care's clinicians refer patients to specialists at island hospitals. In the past, Island Health Care faxed referrals to the specialists. Once a specialist had seen a referred patient, their staff faxed the visit notes back to Island Health Care to close the loop. Island Health Care's staff then scanned the fax into the patient's chart for review by a nurse practitioner.

This workflow was time consuming, wasted paper, and was error prone, as faxed documents can become misplaced. This process also made it hard to assess the workload of the referrals department. To improve the process, Island Health Care developed a solution that uses Direct Messaging. This effort accelerated referrals, improved information tracking, and reduced paper waste.

[Read the Full Story Here](#)

2021 Attestation Forms Now Available

Provider organizations can now submit attestation/exception forms regarding their efforts to meet the HIway Connection Requirement in 2020. Although Provider Organizations must make their attestation submission through the online webforms, the HIway recommends that you first plan your answers using the PDF version of the appropriate form. Please click below to access the forms and detailed information and instructions.

[Attestation and Exception Forms](#)

[Detailed Information and Instructions](#)

All organizations required to meet the Connection Requirement by January 1, 2021 (that is,

all acute care hospitals, community health centers, and medium/large medical ambulatory practices) must submit an attestation form to the Mass Hlway by **October 31, 2021**. If an organization was unable to meet the Connection Requirement, it must submit a Health Information Exchange Exception Form.

For more information, see the [FAQs](#) regarding the Mass Hlway Regulations and Connection Requirement. You can also find detailed information about the regulations, including educational presentations, [here](#).

You can also submit questions directly to the Mass Hlway team at MassHlway@state.ma.us

- **Acute Care Hospitals** must both send AND receive information over the Mass Hlway to support a provider-to-provider communications use case, and submit a **Year 5** Attestation Form.
- **Large Community Health Centers and Large and Medium Medical Ambulatory Practices** must both send AND receive information over the Mass Hlway to support a provider-to-provider communications use case and submit a **Year 4** Attestation Form.
- **Small Community Health Centers** must both send AND receive information over the Mass Hlway to support a provider-to-provider communications use case and submit a **Year 3** Attestation Form.

Update to the Hlway Connection Requirement

Starting in attestation year 2021, the Hlway has updated the Connection Requirement so that if both the sender and receiver use a DirectTrust-accredited HISP, that use case can be used to meet the Connection Requirement. Many EHR systems include a DirectTrust-accredited HISP that can send Direct Messages from within the EHR. For a list of DirectTrust-accredited HISPs, click [here](#).

Organizations that previously submitted Health Information Exchange Exception Forms because they used non-Mass Hlway Direct Messaging may now be able to attest to meeting the Hlway Connection Requirement.

[Learn More About 2021 Attestation and the Connection Requirement](#)

[Review the 2021 Attestation and Connection Requirement Webinar](#)

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