VITLAccess USER TIPS

LOGGING IN

⮑ Navigate to **https://provider.vitl.net**

OPERATING SYSTEMS/BROWSERS

There are a limited number of operating systems and browser combinations recommended for use with VITLAccess. For maximum performance, select one of the combinations listed below:

Windows 7 SP 1	Windows 8.1	Apple/Mac
Internet Explorer 11 Chrome Firefox	Internet Explorer Chrome Firefox	Chrome Safari

PASSWORDS

⮑ Passwords are case-sensitive and must be eight characters or longer, include one letter, one number and one special character.

⮑ VITLAccess will automatically lock a user out after three unsuccessful login attempts.

⮑ Passwords can be changed from the main login screen.

⮑ If an account is locked, create a MyVITL support ticket.

MyVITL SUPPORT

Submit a MyVITL ticket when:

⮑ A duplicate patient record is discovered.

⮑ An account is locked after three unsuccessful login attempts.

⮑ A patient's record is not located after attempting to search using multiple variations of their personal information.

⮑ Support for adding new users, or inactivating or changing a user's role is needed.

⮑ Visit **www.myvitl.net** or call **877-592-4053** for service support.

WHEN YOU CANNOT FIND A PATIENT

⮑ If a patient can't be found after searching by name, partial name, DOB or Social Security number, add the patient manually and set their consent status.

⮑ Choose the **Add Patient** tab in the **Patient Consent** module and complete all of the required boxes. Once a patient is added, modify the patient's consent status.

⮑ If the patient is not manually added, do not collect a consent form.

MEDICATION HISTORY

⮑ Provides one year of patient medication history.

⮑ Medication history can only be queried once every 24 hours. A timestamp indicates the last time a query was performed.

⮑ To query, select the **Query Medication History** button to receive a nationwide, real-time medication history for your patient.

Excluded from the medication history:

⮑ Medication prescribed but not filled.

⮑ Medication internally dispensed to inpatients at nursing homes or hospitals.

⮑ Medication provided as a free sample.

RESULTS, ALLERGIES, ENCOUNTERS

⮑ The default setting is the last year of the record.

⮑ Allergies and medication alerts will not show all reported allergies until the **Date Filter** is changed to **All Records**.

EMERGENCY ACCESS

⮑ A treating provider may access patient information in a medical emergency, however the access will be subject to a break-glass audit by VITL and your HIPAA security officer.

CONSENT MANAGEMENT TIPS

VITL *Access*

VIEW AND SET CONSENT STATUS

After your patient has completed and signed a **Consent Form** or a **Consent Revocation Form**:

1. Navigate to the **Patient Consent** module by selecting "Patient Consent" from the drop-down menu under your name, in the top right corner of the screen.

2. Search for your patient and click on their name to view their current consent status.

3. Select Opt In or Opt Out and click Submit.

PATIENT QUESTIONS ABOUT CONSENT

- Patients who have questions about giving their consent to share health information should be given the **Providing Your Consent to the Vermont Health Information Exchange** brochure.

- To order more brochures please contact your eHealth specialist at **clientservices@vitl.net**

SAMPLE CONSENT SCRIPTS

Use one of the scripts below when speaking with patients about consenting to share their health information with their providers.

Option 1

We are partnering with VITL to offer patients the opportunity to electronically share your statewide electronic health information, by signing the Vermont Health Information Exchange Consent Form. (Give the patient a consent form and a consent brochure, ask the patient to complete the form and return it to you.)

Option 2

We are participating with VITL to allow your providers access to your statewide electronic health information. Would you like your providers to have this access? (Give the patient a consent form and a consent brochure, ask the patient to complete the form and return it to you).

EXPRESS CONSENT

Once a patient has signed a consent form, you can record their decision directly from the **Patient Search** screen:

1. Search for the patient's name and click on their record to select it.

2. From the pop up window, select **Opt In the patient** and click **Continue** (you can Opt Out a patient from this pop up also).

3. You will be taken directly to the patient record.

OBTAINING CONSENT FOR MINORS

- Legally emancipated minors may sign a consent form for themselves.

- Unemancipated minors under the age of 12 require a parent's or a legal guardian's signature on the consent form.

- Unemancipated minors age 12 to 17 require both the minor's and a parent's or legal guardian's signature on the consent form.

WHAT IF PATIENT REFUSES CONSENT?

Patients have the right to refuse to give consent and should not be pressured into signing a consent form. Under the Global Patient Consent policy, patients cannot be denied treatment because they refuse to provide consent. Offer the patient a consent brochure provided by VITL.

CAN PATIENTS DECIDE WHO SEES THEIR INFORMATION?

Patients cannot choose which providers can view their health information within the VHIE.

CAN A PATIENT CHANGE CONSENT?

Yes, patients may revoke consent at any time by signing a **Consent Revocation Form**, available at participating health care organization locations.