

OU Medicine Health Risk Assessment Frequently Asked Questions 2013

1. What is the Health Risk Assessment (HRA)?

The HRA is a secure personal health record (PHR) that provides access to a comprehensive health assessment and information that can help you improve your general well-being. The HRA focuses on wellness, lifestyle, and preventive services and facilitates patient-centered, continuous care in collaboration with the individual's primary care doctor.

2. What features are available through the HRA?

The following features are available through the complete portal website:

- Personal Profile: Record your demographics, contacts, and personal notes.
- Preventive Services History: Document immunizations, screening tests, lab work results and checkups.
- Health Risk Appraisal: Complete a personalized health risk assessment and receive a report of health risks.
- Wellness Plan: Generate a tailored plan for preventive care and review education materials.
- Activity Log: Receive recommendations for fun activities and log your physical activities.
- Health Charts: Track and visualize your trends for weight, height, blood pressure and blood sugar.
- Symptom Diary: Use an interactive calendar to follow and plot symptoms.
- Medical Encounters Record: Follow personal interactions with the healthcare system.
- Medication List: Track active and past medications, start and end-dates, prescribers, etc.
- Problem List: Log current and past health issues, start and end-dates, and their resolution.
- Secure Messaging: Message your primary care doctor securely (when available).
- Own Your Wellness Record: Download and share your wellness PHR in a standard format.

3. How secure is my personal information on the HRA website?

We implemented several measures to protect your privacy and secure your personal information on the HRA website:

- To access your account, you must use a web browser that supports at least 128-bit (strong) encryption. This approach makes it very difficult for someone to eavesdrop on your communication and it is the general industry-standard available today.
- Username and Password: HealthChoice members do not need a separate username and password to access their HRA. The HRA has been fully integrated into the

HealthChoice members' website. However, a separate HRA username and password are available upon need and they are unique to your account and should not be shared with anyone. Please remember, no one from our organization (or from any other organization) should ever ask you for your username and password when servicing your account. Never share your username and password with anyone you don't know and can't trust fully.

- Session timeouts: Your HRA session will automatically end or "time-out" if you don't perform any transaction for 30 minutes. To resume your activity, you will need to access the HRA again through the HealthChoice members' website.
- Account lockout mechanism: To protect HRA accounts from unauthorized access, users may have only a limited number of access attempts per visit. If login attempts are exhausted, the system will lock out the user's computer for a period and attempts will be recorded in our security logs.

4. Who developed and maintains the HRA?

The HRA was developed by a dedicated team of primary care clinicians, researchers, and patient advisors at the University of Oklahoma Health Sciences Center, Department of Family and Preventive Medicine in 2008. It is maintained by health informatics professionals on campus with the resources of the OU Health Sciences Center. The HRA has been studied in several clinical trials to determine how its use can improve the quality and safety of care, patient wellness, health knowledge, satisfaction with care, and communication between patients and their doctors. The development and continuing improvement of the HRA has been funded by the Agency for Healthcare Research and Quality (AHRQ). The Portal has garnered national recognition and won several awards.

5. Who "owns" my data and who has access to it?

The OU Health Sciences Center does not own your data, we just safely manage your data so you can enjoy the added value of the HRA and the resources that can help you improve your health. Your personal health record is **yours**. OU Health Sciences Center are strictly prohibited from releasing and do **not** release your personal information to any third party.

6. Can OU use my data for research without specific permission?

Absolutely **not!** Laws and regulations (HIPAA) strictly prohibit using protected or personal information for any research study without obtaining an approval from the Institutional Review Board (IRB) at all academic institutions. IRB approval is a rigorous and very careful process to ensure individuals' safety and privacy and disclosure of any identifiable information during a study or in any publication is prohibited without the individual's written consent.

7. Am I responsible for my own actions and decisions when using the HRA?

Yes, you are. The developers of the HRA have taken utmost care to ensure clinical information, patient educational materials, and messages presented via the Portal are accurate and medically appropriate for users. However, information presented via the HRA

is only *informative* and can never substitute a licensed clinician's instructions. Therefore, it is the user's responsibility to **always consult a medical professional** before making significant care decisions.

Neither the developers, nor the OU Health Science Center or their affiliates are responsible for any adverse outcome that might occur when users rely solely on information presented via the HRA and fail to seek and follow a licensed medical professional's advice when making decisions about their own or their family member's care.

Similarly, although all reasonable precautionary measures have been taken to ensure the privacy and security of protected health information (PHI) in the HRA, the above entities cannot be held liable for intentional misuse or unauthorized use of the HRA as a result of malicious activity, illegal access, or violation of standard security rules by users of the HRA.

8. Who can I contact if my HRA link, user ID and/or password have technical issues or do not work on my HealthChoice HealthConnect website?

Please contact the Employees Group Insurance Division (EGID) Member Services at 1-405-717-8780 or toll-free 1-800-752-9475. TDD users call 1-405-949-2281 or toll-free 1-866-447-0436.

9. Who can I contact if I have problems with the HRA website?

If you successfully reached your HRA through the link on HealthConnect but have technical problems with the HRA itself, please contact the OU Health Science Center at 1-405-271-8000 extension 32211.

10. Who can I contact if I have general questions about the HRA?

If you have questions about the HRA, please contact the OU Health Science Center at 1-405-271-2370 and let us know you are a HealthChoice member, and you are calling about the HRA.

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