1. **Is** My**Practice** Community℠ **HIPAA compliant?**

   All health records and information related to the care and treatment of any patient are privacy protected under the regulations established by the Health Insurance Portability and Accountability Act of 1996 (HIPAA Privacy Rule) and should only be used by medical personnel involved in a patient's care. The My**Practice** Community℠ electronic medical record system is encrypted and assessable only to authorized individuals through a secure login name and password. Any use of patient records by any persons for any reason other than those directly related to a patient's continuity of care is a potential violation of HIPAA privacy regulations and are therefore prosecutable as per these established legal guidelines.

2. **Where is the data stored?**

   The data contained in the secure My**Practice** Community℠ master patient database is stored at the Cleveland Clinic Information Technology building on servers on the east side of Cleveland.

3. **Who owns the data?**

   Technically, a patient is the owner of any personal health-related information documented by healthcare professionals during the course of treatment. Data captured during the course of patient encounters is associated with the physician and practice providing a patient's treatment and is accessible only to caregivers involved in a patient's care.

4. **Is the data backed up and who does it?**

   All My**Practice** Community℠ data is backed-up nightly to two offsite storage systems that provide additional data security and complete system redundancy.

5. **Who is responsible for upgrades?**

   Any applicable My**Practice** Community℠ software upgrades—which automatically occur as vendor system upgrades become available—occur during weekend, non-business hours. All software system upgrades are pre-tested by My**Practice** Community℠ technical specialists prior to integration, and all new functional additions to the system are communicated to practice personnel prior to the launch of any system upgrade.

6. **If I discontinue my** My**Practice** Community℠ **service, how will I access the documented data related to the care of my patients??**

   To maintain the highest level of care continuity, following the termination of your My**Practice** Community℠ service you will receive a copy of your practice's data in an HL7 format, or if you prefer, as paper documents. The data you entered while using the My**Practice** Community℠ service does remain in the My**Practice** electronic medical record database, and will be accessible to you or your patient's care team if, in future, you require specialty medical services from Cleveland Clinic.

7. **How do I get outside records into the electronic chart?**

   Outside results, referral letters and limited progress notes that are not in a digital format may be scanned into the My**Practice** Community℠ system and displayed as an image for future reference.

8. **Can other providers see my schedule?**

   Because My**Practice** Community℠ is an electronic medical record system that connects all the important members of your practice in a single, efficient environment, access to your schedule and other operational information is limited to those individuals who are involved in accomplishing your practice's daily workflow tasks.

9. **What is required of the practice?**

   Because My**Practice** Community℠ is a flexible electronic medical record system that may be customized to meet the unique needs of your practice, it is important to identify a member of your staff who will assist the My**Practice** Community℠ implementation team with your system's initial workflow design, build and development. This individual can expect to spend approximately one to two hours per week working with the My**Practice** Community℠ implementation team until your practice's system specifications are completed. The hardware needed to ensure that your new system functions efficiently will include a broadband DSL line for connectivity, and integrated computers, printers and scanners that will comprise the physical components of your workflow's electronic "loop." As you work with your My**Practice** Community℠ implementation team, you will have the opportunity to discuss the design of your practice's system, and all efforts will be made to minimize your front-end capital outlay and maximize the cost-effectiveness of your system over time.

10. **Does the** My**Practice team provide ongoing support and services once the application is installed?**

    Absolutely. My**Practice** Community℠ offers ongoing system training, telephone support, and a dedicated practice liaison who will help your team successfully utilize the features and functions that will positively impact your practice's efficiency and effectiveness. Choosing My**Practice** Community℠ also means you receive regular software upgrades when they are introduced by Epic Systems, ongoing system maintenance, and scheduled user group process improvement training courses and support.