

Connected Care is Better Care

CurrentCare Frequently Asked Questions - Patients

CurrentCare® is Rhode Island's Health Information Exchange (HIE). It helps your doctors and other healthcare providers share important information about your health. It's safe AND saves time for you and your doctors.

Below are frequently asked questions. To learn more, visit CurrentCareRI.org or call 888.858.4815.

How can CurrentCare help me?

Think of it like a secure online filing cabinet for your health records. It helps your care team view important information about your health:

- **Connect care:** *"When I can't give my medical history, CurrentCare shares it with my doctors and nurses."*
- **Save time:** *"Helps my doctors make smart choices and avoid extra tests – saves me time, money and effort."*
- **Improve care:** *"CurrentCare helps my providers deliver better care, improve my health and give me peace of mind."*

What does "Opt Out" mean?

You can choose to hide your health data in most cases. This is called "opting out" of sharing. Your care team would only be able to view your health information during:

- One-time access in an emergency
- Public Health needs, such as infectious disease reporting
- Health plans where required for care management, quality and performance measure reporting

Note: opting out does not apply to data shared before you opted out.

Can I "Opt In" again, if I've opted out?

Yes, you can **Opt In** again to CurrentCare any time. Call CurrentCare Support at 888.858.4815.

Note: CurrentCare will only show your health data from the date you opt back in and forward.



How safe is CurrentCare?

CurrentCare's most important job is to keep your health information safe. We check our systems often. And we follow the strictest standards in health security.

Here's how we do it:

- *Consistent system checks*
- *State-of-the-art monitoring tools*
- *Routine technology penetration testing*
- *Next-generation audit capabilities*
- *Strong encryption to protect your data*
- *Secure access controls and multi-factor authentication*

Who can see my information in CurrentCare?

Your privacy is really important to us at CurrentCare. Only people who are allowed by law can see your health information. We follow state and federal privacy laws:

- [HIPAA](#) (Health Insurance Portability and Accountability Act)
- [Rhode Island Health Information Exchange \(HIE\) Act of 2008](#)

We have strong rules about how your health information is used. Everyone who uses CurrentCare agrees to follow them.

Your "care team" is allowed to view your CurrentCare information:

- Doctors, nurses and other healthcare providers who treat you
- Those who coordinate your care, including health plans
- Operational teams who help with transitions of care or manage payment for treatment
- Certain approved groups, like public health officials for specific reasons

Your care team must attest that they have a relationship with you that is allowed (see above).

We keep a record EVERY TIME your information is viewed by your care team.

Can I get a list of who sees my CurrentCare info?

Yes, you can request a list of everyone who has seen your CurrentCare data.

Complete the web form at: <https://disclosures.crisphealth.org/>. (CRISP is the vendor who hosts CurrentCare.)



Where can I learn about the RI HIE regulations and “Opt Out?”

The HIE regulations are posted on the State of Rhode Island’s website:
<https://rules.sos.ri.gov/regulations/part/216-10-10-6>.

In the past, I enrolled as “Emergency Access Only.” Am I Opted Out?

Yes, if you enrolled with any of these options, you are now **Opted Out** of CurrentCare. You do not need to do anything.

- **Enrolled with Option #2:** Only emergency situations and my health plan as allowed by law
- **Enrolled with Option #3:** Some of my doctors in emergency situations and my health plan as allowed by law
- **Enrolled in CurrentCare then later Unenrolled**

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Where can I learn more about CurrentCare?

Learn more at CurrentCareRI.org.

Or email Support@CurrentCareRI.org or call 888.858.4815.