

About NC HealthConnex

Your Health Care Provider Is Connected to the state-operated HIE - NC HealthConnex - What You Need to Know

About NC HealthConnex

Health Information Exchange (HIE) systems have been in development nationwide since a federal law was passed in 2009 to promote the use of electronic movement and use of health information among health care providers. North Carolina's health information exchange, NC HealthConnex, brings added value to the health care conversations that are happening at all levels in the health care industry. It will break down information silos between health care providers, achieve greater health care outcomes for patients, and create efficiencies in state-funded health care programs such as Medicaid. Many other states have been operating health information exchanges for years and are seeing success in improving patient care.

What Is It?

NC HealthConnex is a secure computer system for doctors, hospitals and other health care providers to share information that can improve your care. The system links your key medical information from all of your health care providers to create a more complete electronic health record.

How Does It Work?

NC HealthConnex helps health care providers quickly access the information they need to make more informed decisions about your care, especially in an emergency. When needed, health care providers already share patient health records for your care through fax, email and mail. NC HealthConnex makes receiving information easier, faster and more secure.



Without using NC HealthConnex, health care providers see only the information they have entered into your medical record. With NC HealthConnex, they see a more complete record, enabling them to provide you with the best care possible.

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What does it mean to be a part of NC HealthConnex?

As a patient, it means having peace of mind in visiting a new health care provider's office if they are participating in NC HealthConnex. If your information has been uploaded before, your new provider will be able to access that data. This means they can spend less time taking down your history and spend more time treating you.

NC HealthConnex helps improve health care through:

- Better coordination between health care providers
- Fewer medical errors
- Improved patient safety and health outcomes
- Fewer repeat tests and procedures
- Less paperwork
- Reduced health care costs
- Faster identification and reporting of public health threats



NC HealthConnex is a Secure, Private Network

- The state entity operating NC HealthConnex - the NC Health Information Exchange Authority (NC HIEA) follows the highest information security standards available. Housed in the N.C. Department of Information Technology, information is always encrypted and sent over a private network when shared between NC HealthConnex and health care providers participating in the network.
- NC HealthConnex is compliant with all federal and state privacy and security laws.
- Information that identifies you will not be sold in any way or shared with anyone other than authorized health care providers or organizations that have entered into HIPAA-compliant, data-sharing agreements.

What Does the NC HealthConnex Record Include?

Important information is included in your NC HealthConnex record:

- Medicines (prescriptions), allergies, lab and test results, image reports, conditions, diagnoses and vaccination history
- Demographic information

Not included in your health record:

- Substance abuse records or psychotherapy notes unless authorized by you, the patient.

Your Choices

You have the right to opt out of having your information shared between providers through NC HealthConnex.

If you choose to opt out, please complete the “Opt Out” form accessible via the NC HIEA website: hiea.nc.gov/patients/your-choices. Your provider may also be able to provide a form to you.

Complete the form and mail it to:

NC Health Information Exchange Authority
Mail Service Center 4101
Raleigh, NC 27699-4101

- Opting out of NC HealthConnex will not adversely affect your treatment by your physician, and you cannot be discriminated against if you decide to opt out.
- If you change your mind about participating in NC HealthConnex, you can opt back in at any time by completing a new form.

The North Carolina Health Information Exchange Authority (NC HIEA) operates North Carolina’s statewide health information exchange - NC HealthConnex. NC HealthConnex is a secure, standardized electronic system in which providers can share important patient health information. The use of this system promotes the access, exchange, and analysis of health information. It is housed within the North Carolina Department of Information Technology’s Government Data Analytics Center (GDAC). **For more information:**

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nchealthconnex.gov

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