

NORTHWESTERN COUNSELING

& SUPPORT SERVICES

February 17, 2020

Dear NCSS Client,

As one of your health care providers, NCSS would like to share some important information with you. The state of Vermont is changing the way your health care information is communicated between providers. To provide better care to you and your family, the Vermont Health Information Exchange (VHIE) keeps your health records in one secure place. When you see a doctor or healthcare provider who participates, an electronic record may be sent to the Health Information Exchange. This record is ready for the next doctor you see so they know your health history. This doctor adds to your record so it's ready for the next doctor, and so on. It puts your providers on the same page.

The Health Information Exchange is used by many providers in Vermont today and has been in place since 2005. If you want the benefit of all your providers having your medical record you have nothing to do. Starting March 1, 2020 if your providers participate, your records will be shared on the Health Information Exchange. You can choose to not have your records shared with providers. This is called opting out and you can get more information on how to do that with the following ways below.

How to get more information:

- NCSS Help Desk at 802-393-6631
- VHIE Consent Brochures – available at NCSS
- VHIE Consent Hotline – 888-980-1243
- Patient Consent Website – www.vthealthinfo.com
- Office of the Health care Advocate

Sincerely,

Todd Bauman, CEO