I.   PURPOSE

It is the policy of ClinicalConnect HIE (CCHIE) to ensure patient health information within the Health Information Exchange (HIE) is as current, accurate, and complete as possible. This policy describes the responsibilities of CCHIE and its Participants for ensuring patient records are not duplicated, erroneously merged, and contain the most accurate demographic data as possible.

II.   SCOPE

This policy applies to CCHIE staff and its Participants.

III.   DEFINITIONS

"Participant" is an organization (including physician practice) that has signed a Data Exchange Agreement with CCHIE.

"Data Quality Issue" is an issue where the accuracy of a patient's record is questioned, including Potential Overlays, and Potential Duplicates and Deleted Attributes.

A "Potential Overlay" occurs when a patient record is updated with information that is significantly different than the data that is already in the record. Potential overlays typically occur when an incorrect record is used to register a patient. For example, a registrar may use the patient record of John Smith Senior when registering John Smith Junior, updating John Smith Senior with John Smith Junior's demographic data. Patients in a Potential Overlay status are not viewable within CCHIE.

Potential Overlay Example:

	Existing Patient	Updated Patient
Patient Name	SMITH SR, JOHN	SMITH JR, JOHN
Gender	M	M
Birth Date	6/4/1950	11/23/1982
Home Address	123 MAIN STREET PITTSBURGH, PA 15102	987 SUMMER DR PITTSBURGH, PA 15241
Phone		4128515846

Number		
Email Address		
Death Indicator	N	N
SSN	111111111	222222222
Last Activity Date	3/13/2012	3/13/2012

A "Potential Duplicate" occurs when enough demographic data on two or more patient records from the same Participant match, making it appear they represent the same person. Each patient identified as a Potential Duplicate will be viewable by the Participant that sent the patient's MRN to CCHIE. For example, if a Participant registers John Smith with MRN 123 and later registers John Smith with MRN 456 with all of the same demographics except address and phone number, the two John Smiths would be separate records in the HIE but each would be identified as a potential duplicate. If the Participant launches into CCHIE using MRN 123, only the patient data that has linked with MRN 123 will be displayed. If MRN 456 is used to launch, only the patient data that has linked with MRN 456 will be displayed.

Potential Duplicate Example (Name and Phone Numbers do not match):

	Patient 1	Patient 2
Patient Name	SMITH, JOHN	SMITH, JOHN
Gender	M	M
Birth Date	6/4/1950	6/4/1950
Home Address	123 MAIN STREET	123 MAIN STREET
	PITTSBURGH, PA 15102	PITTSBURGH, PA 15102
Phone Number	7242282570	7242282570
Cell Number	7242282570	7242282570
Email Address	NONE@YAHOO.COM	
Death Indicator		N
SSN	111112333	111112333
Last Activity Date	4/3/2012	3/13/2012
MRN	123	456

A "Deleted Attribute" is a piece of demographic data that is deleted or removed from the patient's record in a Participant's registration system. Attributes typically need to be deleted due to registration errors or erroneous merging of registration records

IV. POLICY

A. Participants shall notify CCHIE as soon as a Data Quality Issue is apparent. To the extent possible, CCHIE shall quarantine the patient data and prevent it from linking to other patient data in the HIE until the Data Quality Issue is resolved.

B. CCHIE shall maintain an electronic log of all Data Quality Issues identified through the Initiate application and shall make such log available to Participants when requested. CCHIE shall notify all Participants that may be impacted by specific Data Quality Issues.

C. CCHIE shall perform daily data quality audits to identify Potential Overlay patients.

1. CCHIE shall provide each Participant with data quality reports containing their Potential Overlay patients via secure method of transmission. Each report will include appropriate patient information for the Participant to resolve issues, including the following: patient name, date of birth, gender, MRN, phone number and address.

2. Participants shall establish procedures for correcting errors within their systems based on the data quality audits and provide corrections to the CCHIE.

3. Due to the severity of issues resulting from Potential Overlays, each Participant shall work with CCHIE to resolve potential overlay issues within thirty (30) days of notification.

D. CCHIE shall perform data quality audits to identify Potential Duplicate patients when requested by a Participant and shall provide the Participant with a data quality report containing their Potential Duplicate patient via secure method of transmission.

E. CCHIE shall apply Deleted Attribute information to patient records when received from Participants. Deleted Attributes are not physically removed from the HIE; instead, it is logically deleted and no longer used in the Master Patient Index (MPI) algorithm scoring.

V.   Revision History

DATE	AUTHOR	COMMENTS
05/09/2014	Jacqueline Smith	Creation of the policy
01/26/2016	Erika Jones	Updated the template
04/01/2017	Keith Dukes	Reviewed Policy – No Changes
07/11/2019	Joanne Onyshko	Reviewed Policy – No Changes
07/15/2019	Keith Dukes	Approved Changes and Updated Format
07/21/2021	Keith Dukes/Laura Mosesso	Reviewed Policy – Applied Minor Changes
01/06/2023	Keith Dukes	Reviewed Policy – applied minor grammatical revisions