HEDIS MY2024 EMR Remote Access Technical Guidelines

Partnership HealthPlan of California is offering the opportunity to retrieve medical records from your site for the Healthcare Effectiveness Data and Information Set (HEDIS®) via Electronic Medical Record (EMR) Remote Access through our vendor. If your provider group is considering signing up for HEDIS MY2024 EMR Remote Retrieval, please review the following technical guidelines to determine if your system has the required capabilities.

Technical Guidelines of HEDIS MY2024 EMR Remote Retrieval:

☐ Permission/set-up that allows the retrieval vendor to print to PDF to secure remote desktop environment

☐ Read-only access set-up for your EMR

☐ The ability to set up and maintain remote access for retrieval nurses

☐ The ability to maintain access from January through the beginning of June 2025

☐ Technical Assistance at your location, or within your organization, to resolve any access/printing challenges (if challenges occur)

EMR Remote Retrieval Vendor Preferred Access Capabilities

_____ "Test Patient" set-up in EMR for testing

_____ User Access forms (multiple users)

_____ Training available on how to navigate EMR / where to find HEDIS documentation

_____ If you need to bucket charts for your organization, please communicate this to Partnership.

_____ Access/training documents/reference guides, if available

_____ All Credentials set-up for users (Ex: Remote Desktop credentials and EMR credentials)

_____ Redirected printing

EMR Remote Access should include the following:

_____ Demographic information

_____ Problem List

_____ Medication Sheet

_____ History and Physicals

_____ Consult Notes

_____ Functional Assessment

_____ Labs

_____ Progress Notes

_____ Immunization Records

_____ Obstetrics Flow Sheets

_____ Scanned documents such as Staying Healthy Assessments

NOTE: Mental Health Records should NOT be included in access

For more information on the EMR Remote Retrieval process, please contact us at:
Email: HEDISMRA@partnershiphp.org | Phone: (866) 828-2302 | Fax: (707) 863-4314

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