

Frequently Asked Questions

DO I HAVE TO SHARE MY INFORMATION?

No, your participation in SMC Connected Care is voluntary. You may refuse to allow your information to be shared in SMC Connected Care (that is, "opt out") at any time. Your choice to opt out of SMC Connected Care will not affect your access to care in any way

WHAT WILL IT COST ME TO PARTICIPATE IN SMC CONNECTED CARE?

It's free! There is no cost to you should you choose to participate in SMC Connected Care. You will save time, and reduce visits to different office, labs, and clinics.

WHO WILL HAVE ACCESS TO MY INFORMATION?

Only authorized providers will have access to your health information. Providers will have access to your information on a "need to know" basis, meaning they can only access your information when they are providing or advising your care.



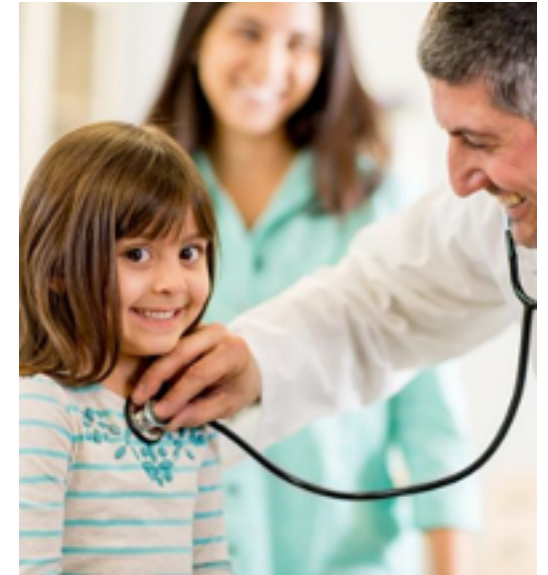
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www.smchealth.org/connectedcare



COUNTY OF SAN MATEO
HEALTH SYSTEM

225 37TH AVE.,
SAN MATEO, CA 94403



SMC
Connected Care

HEALTH INFORMATION
EXCHANGE

*Exchanging Health Information for
Improved Patient-Centered Care*

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For a complete list of Frequently Asked Questions,
visit our website at
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WHAT IS SMC CONNECTED CARE ?

SMC Connected Care is a system to share your health-related data among your care providers, including doctors, lab technicians, pharmacists, and specialists. As someone who receives care from San Mateo County Health System, you have the option to make your information available to those who treat you.

The ability to exchange health information electronically improves health care quality, safety, and efficiency. Health information is shared electronically through a secure, encrypted data exchange using standards developed specifically for health care. The only people who will have access to your data are your health care treatment team or their designated staff.

Sharing health information electronically eliminates the need for faxing, copying and hand-carrying your health record from provider to provider. This process saves time, enhances patient privacy, and reduces costs.

How Will SMC Connected Care Benefit Me?

The ability to securely share your information among your health care providers will allow the San Mateo Health System to provide the most comprehensive and appropriate treatment for you.

IN EMERGENCY SITUATIONS

When you are admitted to the emergency department, medical staff often have little to no information about you. If you are unconscious or unable to explain your health history, the emergency physician will likely not know your allergies, medications you've recently taken, and other potentially life-saving information about you. With SMC Connected Care, emergency medical staff will have a more complete picture of your medical profile, which will allow them to identify current health issues and plan the best treatment options for you.



PRIVACY ENHANCEMENT

Your privacy is very important to San Mateo County Health System and is protected by law. Our use of electronic health information utilizes enhanced security protections beyond what is required for paper records. Your health information and privacy are more secure than ever.

TIME SAVING

In the past, health care staff would spend considerable time searching for and requesting information about patients in an effort to get a full picture of their current condition and health history. With SMC Connected Care, your health care providers will have instant access to your health information in electronic form.

COST REDUCTION

With more streamlined and comprehensive information, quality of care improves and duplicate tests and procedures are reduced. In this way, SMC Connected Care saves you time and reduces the expense of unnecessary medications, radiology tests, lab tests and hospitalizations.