



Vermont Health Information Exchange Services Order Form

This Order Form is incorporated by reference into, and becomes a part of, the Vermont Health Information Exchange (VHIE) Services Agreement (the “Agreement”) between **HCO LEGAL NAME HERE** (the “Health Care Organization” or “HCO”) and **VERMONT INFORMATION TECHNOLOGY LEADERS, INC.** (“VITL”), dated **DATE** capitalized terms used but not defined herein shall have the same meaning ascribed to them in the Agreement.

DATA SERVICES REQUESTED BY HCO

VITL’s services may connect the HCO’s Electronic Health Record (EHR) to the VHIE to send or receive health data or prepare the HCO to participate in one or more provider subscription services. A full description of the Data Services is currently available from VITL and is included in Attachment A. Updates to the list are available at www.vitl.net.

The Data Services currently in use by the HCO are:

Services	Data Source

New Data Services that are requested with this Order Form are:

Services	Data Source

Commencement of Data Services:

A VITL Data Service is considered to commence when that Data Service is first used in a production environment.

FEE SCHEDULE

The fees, if any, and payment terms for the Data Services are defined below.

At the time of signing, the only VITL Data Services that incur a fee are VITL Direct, VITL’s secure messaging service, and Route, VITL’s solution to helping hospitals meet CMS’ event notification Condition of Participation. VITL may set fees for other Data Services in the future. If there is a decision to charge fees or a fee is increased, VITL will provide notification to your organization with at least thirty (30) days notice. Please see Section 9 of the VHIE Services Agreement for additional information.

Route - If utilizing Route, fees will be listed on the Order Form Addendum.

VITL Direct – If utilizing VITL Direct, fees will be documented below:



IMPLEMENTATION OF DATA SERVICES

To support successful implementation of the requested Data Services VITL, in coordination with the HCO, will develop a Project Charter, as necessary. A Project Charter defines the project scope, roles and responsibilities, the start date and duration of the work, major milestones, and deliverables.

VITL's Role:

VITL will provide project management, technical guidance, and training as necessary for successful implementation of the selected Data Service(s). For Electronic Health Record (EHR) interface services, VITL will assist the HCO with meeting the interface requirements of their organization, their EHR vendor(s) and the VHIE. This may include, as appropriate, helping complete vendor interface questionnaires, providing data for interface specifications, assisting with testing, and providing training and education about VITL's products and services. VITL will provide project management and technical guidance as required for implementation of the Data Service(s) selected above.

HCO's Role:

The HCO is responsible for working with VITL to successfully implement the Data Services selected. The HCO is responsible for any fees charged by its EHR vendor to support implementation or ongoing maintenance of the requested Data Service(s). The HCO commits to ensuring the availability of the appropriate staff and other resources required to support implementation and to validate that the Data Services are functioning correctly in a timely manner.

The project charter may identify prerequisites that the HCO must complete before the work on the requested Data Service can begin.

SERVICE LEVEL COMMITMENTS

- VITL strives to maintain an uptime of no less than 99% per month for all Data Services, measured as number of days in a month times 24 hours minus unscheduled downtime hours in that month.
- Service requests may be submitted using VITL's on-line support system, www.myvitl.net, or by calling the toll-free support line at 1-877-592-4053.

VITL will respond to tickets based on the severity of the issue identified:



Severity	Definition
Urgent	<ul style="list-style-type: none">• System down, no workaround available• Patient safety
High	<ul style="list-style-type: none">• System is partially down• Workaround available
Normal	<ul style="list-style-type: none">• Support issues• General maintenance

Further information about service levels and VHIE support available can be found at www.myvitl.net.

By: Vermont Information Technology Leaders, Inc.

By: Health Care Organization

Signature: _____

Signature: _____

Printed Name: _____

Printed Name: _____

Title: _____

Title: _____

Date: _____

Date: _____



Attachment A: Description of VITL Data Services

This document lists the Data Services currently offered by VITL. The Description of VITL Data Services is subject to change as VITL expands or changes its service offerings. Please visit www.vitl.net to access the most current version.

DATA CONTRIBUTING SERVICES

Health Care Organizations can submit the following types of data to the VHIE in a variety of formats, including HL7 messages, CCD, CCDA, Fast Healthcare Interoperability Resources (FHIR) or flat files:

- Patient Demographics, Admission, Discharge and Transfer (ADT) Message Interface
- Continuity of Care Document (CCD) Interface
- Laboratory Results Interface (All Test Results and Public Health Reportable Results)
- Electronic Laboratory Reporting Interface
- Radiology Reports (not images) Interface
- Pathology Reports Interface
- Transcribed Reports Interface
- Immunization (VXU) Messages Interface (including Pharmacies)
- Home Health Monitoring Results Interface

DATA ACCESS SERVICES

Providers can subscribe to interfaces to receive data from the VHIE directly into their EHR, as described below.

Vermont Immunization Registry Query and Response

The VHIE can enable participating Health Care Organizations to query for patient immunization records from the Vermont Department of Health's Vermont Immunization Registry. An additional agreement with the Vermont Department of Health may be required to implement this functionality.

Laboratory Results Interface:

The VHIE receives laboratory results from most Vermont hospitals and some hospitals in neighboring states that perform laboratory tests for Vermont patients, and some commercial laboratories. Health Care Organizations can implement a Laboratory Results Interface to receive the results from one or more laboratories.

Radiology Reports Interface:



The VHIE receives radiology reports from most Vermont hospitals and some hospitals in neighboring states. Health care organizations can install a Radiology Reports Interface to receive radiology reports from one or more sending hospitals.

Transcribed Reports Interface:

The VHIE receives transcribed reports, such as physician notes, care plans and discharge summaries from most Vermont hospitals and some hospitals in neighboring states. Health care organizations can install a Transcribed Reports Interface to receive a variety of reports, such as discharge summaries, operation notes, specialists' reports, and pathology reports, from one or more sending hospitals.

VITLAccess and VITLAccess Single Sign On:

VITLAccess is a secure, web-based portal that allows authorized users to view patient data submitted to the VHIE from participating health care organizations for patients who have not opted out of patient sharing or in the case of an emergency. Available data includes patient demographics, laboratory results, radiology reports, transcribed reports, a national filled medication history, FHIR Application Programming Interfaces (APIs), and Continuity of Care Documents (CCDs). Using VITLAccess may also provide access to the national data sharing networks through the eHealth Exchange network (see below). Patient information can be viewed and downloaded from VITLAccess into an HCO's EHR as needed.

An HCO is not required to have a data interface with the VHIE in order to view data in VITLAccess.

For a more streamlined user experience, HCOs can sign up for Single Sign On (SSO) to VITLAccess, which eliminates the need for signing into a separate system. SSO integrates with the HCO's existing user permissions and allows users to open a patient's record in VITLAccess directly from the HCO's EHR.

Cross Community Access:

VHIE data can be accessed directly through the HCO's EHR. Cross Community Access allows for querying of the VHIE directly from the HCO's EHR and downloading of VHIE documents as needed into the local patient record.

Fast Healthcare Interoperability Resources (FHIR):

Beginning in 2021, VHIE data will be able to be accessed directly from an EHR through FHIR Application Programming Interfaces (APIs). This functionality allows for querying or subscribing to updates on selected VHIE data.

VITLDirect:



VITLDirect is a secure messaging service that enables health care organizations to send and receive messages to and from other providers. The service may be accessed within an EHR if the EHR has enabled that capability, or it may be accessed through a web browser. Documents such as CCDs can be attached. VITLDirect is also a Health Information Service Provider (HISP) for those EHR vendors that do not offer this service.

Data Transfer to Bi-State Primary Care Association:

An HCO that is a Federally Qualified Health Centers may elect for VITL to send all data contributed by the HCO to the VHIE, to the HCO's business associate, Bi-State Primary Care Association (Bi-State) for use as directed in the HCO's Agreement and Business Associate Agreement with Bi-State.

ADDITIONAL SERVICES AND NETWORKS

Data submitted to the VHIE is made available to enable reporting to certain state agencies, when required or permitted by law, and to national networks and others for valuable services. By signing a VHIE Services Agreement and submitting data to the VHIE, Participating HCO's authorize VITL to send clinical data to these agencies and networks as described below:

eHealth Exchange

The VHIE will connect to national data sharing networks through the eHealth Exchange network. The VHIE can query the network through VITLAccess and receive data from the national connections that are available. Health care organizations that participate in eHealth Exchange can also query the VHIE for a patient's data and receive data for patients who have not opted out of data sharing.

Event Notification

HCOs can subscribe through third party partners to receive alerts on their patient populations based on Admission, Discharge and Transfer Events submitted to the VHIE. Event notifications may be sent to other Participating Health Care Organizations and to subscribing payers involved in patient care coordination and case management. VHIE data is provided to these third-party vendors for all patients who have not opted out to inform the alerting.

If you are interested in subscribing to receive event notification from one of these vendors, please contact VITL for information about the vendors with whom VITL contracts to offer these services.

OneCare Vermont Accountable Care Organization

The VHIE processes and provides select clinical data to OneCare Vermont for use by their analytic and data quality report teams, based on their patient roster as provided to VITL. Protected health information (PHI) is submitted to OneCare Vermont for all patients on their beneficiary roster.



Public Health

Protected Health Information (PHI) may be made available to a Public Health Authority, meaning a federal, state or local health department who has been granted the authority and responsibility to protect public health and to prevent or control disease, injury or disability, and, as such, is authorized by law to obtain such PHI. As examples, this may include, but is not limited to, contagious disease reporting or syndromic surveillance reporting requirements, for instance, in the event of a declared public health emergency to enable planning, implementation and evaluation of critical public health risks.

Vermont Blueprint for Health Initiative

The VHIE processes and provides select clinical data to the Blueprint for Health initiatives throughout the state. The Vermont Blueprint for Health is a health care reform program enacted in state statute in 2006 with the goals of increasing health care access, quality, and affordability for all Vermonters. The Blueprint is a multi-payer/multi-insurer initiative with emphasis on using data and payment incentives for continuous system improvement. The Blueprint receives data for all organizations participating in Blueprint's programs.

Vermont Chronic Care Initiative

The VHIE processes and provides select clinical data to the Vermont Chronic Care Initiative for use by their care management teams, based on their patient roster as provided to VITL. VITL shares protected health information (PHI) for Medicaid beneficiaries with the Vermont Chronic Care Initiative (VCCI) to inform the selection of members eligible for VCCI intervention services and to support the program's care management operations.

Vermont Immunization Registry

The Vermont Department of Health (VDH) collects immunization data from health care organizations for monitoring purposes in order to make actionable decisions to assist in the reduction of the spread of certain diseases. Both CVX and MVX messages will be sent to VDH's immunization registry. Immunization data is submitted for all patients in the VHIE as required by the State of Vermont.

CONSULTING SERVICES

In addition to the above Data Services, VITL offers consulting services that can assist HCOs with data quality, technology, and security. Please contact VITL support directly if you would like to learn more or would like to take advantage of any of these services.

Data Analysis and Quality Improvement Support

VITL utilizes staff expertise to assess the quality of data being entered into an electronic health record (EHR) or practice management (PM) systems by health care organizations that can be



used for interoperability. This also includes the ability to help clients work with their vendors to remediate data in their system or in preparing data for transmission to an outside system.

Meaningful Use Assistance

VITL offers assistance to help health care organizations meet government standards for ‘effective’ use of their electronic health record. Guidance includes assessing current-state readiness and making appropriate recommendations for office and clinical workflow changes as well as help with targeted data collection and reporting for Meaningful Use. Documents and spreadsheet tools help the clients track and analyze Meaningful Use progress.

Security Risk Assessments

Security risk assessment services offer assistance to help an HCO in preparing for a security assessment. VITL has developed a tool designed to assist an HCO in identifying the health care organization’s existing vulnerabilities in data, electronic media and devices, physical plant, policies and procedures and other sources that could affect patient information confidentially and safety.