

Acceptable Uses

- Providing care
- Billing
- Quality Improvement (QI)

VITLAccess is the secure, web-based provider portal service provided by VITL, Vermont's health information exchange. Providers with authorized access can access the portal to find longitudinal health records for most Vermonters. Health care organizations throughout Vermont contribute data to support more efficient, effective patient care.

Do...

Use VITLAccess on scene and during transport when needed.

Use VITLAccess to support Quality Improvement and Quality Assurance following documented department processes.

Consider removing as much identifying patient data as possible when using within a QI process.

Do not...

Look up patients for status updates.

Look up patients out of curiosity.

Look up yourself, dependents, family, or friends.

Look up patients of other agencies, even if you work for another agency.

Share PHI, even with other EMS members, in situations that do not qualify as acceptable use.

VITLAccess and HIPAA

- Your ambulance service or EMS agency is subject to HIPAA, a federal rule that specifies how and when patient's protected health information (PHI) may be used and shared. As such, your use of VITLAccess and the patient data in the portal must comply with and be governed by HIPAA and your agency's privacy, security, and breach policies.
- Follow the [minimum necessary standard](#) when it comes to using any PHI, including that obtained from VITLAccess.
- Follow HIPAA and your agency's policies regarding disclosure of PHI to others, including family, involved in your patient's care during your agency's patient encounter.
- Remember, your care relationship with the patient ends when the patient's care is transferred to another agency or provider.

Questions? Contact VITL

support@vitl.net

802-861-1800 M-F, 9 am – 5 pm ET