CURES GATEWAY FAQs

Patient Request of Medical Records

1. How can I request my clinical data?

A: Rochester RHIO provides a unique onboarding link to begin the process of requesting records. The URL is https://onboarding.ciitizen.com/hie/RRHIO. Patients can go to http://ciitizen.com/patientinfo to learn more about the process for requesting medical records. You will need to be Remotely Identity Proofed to begin the process.

2. What kind of consents are patients acknowledging for access to medical records?

A: Privacy Policies and consent for Ciitizen Services can be found here https://www.invitae.com/en/privacy/privacy-policy

3. What organizations are facilitating the retrieval of patient records?

A: Rochester RHIO is connecting patients with their partner, Invitae. Invitae provides the Cures Gateway, a tool to securely search for and retrieve patient data from nationwide networks. Invitae also operates a PHA called Ciitizen. Using Ciitizen's infrastructure, individuals can be remotely identity proofed to begin the process of securely retrieving their data. Users can choose to store their data indefinitely in the Ciitizen PHA or to simply download it. Other PHAs can also utilize the Cures Gateway, see Third Party Personal Health Apps below for additional information.

ID Proofing

1. What is ID Proofing?

A: ID Proofing is a process where the identity of an individual is verified. Remote ID Proofing is the same, but performed remotely over the internet.

2. How does remote ID Proofing work?

A: The user will be asked to upload a picture of a form of government issued identification (ie: passport or DL) and asked to pose for a dynamic image (or a moving self-video) to "bind" the taken photo to the issued identification.

3. What forms of ID will I need for ID Proofing?

A: A valid, non-expired Government issued Driver's License or a valid Passport. At this time, only these forms of identification will be accepted.

4. Is this information stored?

A: Yes. Information is securely stored for auditing purposes only.

5. What does Invitae do with this information?

A: It is only used to remotely verify the identity of the record requestor and then securely stored for auditing purposes.

6. What do I do if I don't have any government issued identification?

A: Remote identity verification requires that the patient possess a government issued photo ID and we are unfortunately unable to remotely support patients who do not possess one. You may request your records in person from your provider.

Patient Account Types

1. Do I need to be a Ciitizen account holder to access my records?

A: Patients need either a regular Ciitizen Member Account or a Temporary Ciitizen Account to get ID-proofed and request their records.

2. What is the difference between a Temporary Ciitizen account and a regular Ciitizen Member account?

A: With a regular Ciitizen Member account, patients get ID proofed once and their records can be requested multiple times. Patients can set parameters for use of their data in their Ciitizen account. Patient medical records can go into their PHA of choice (including the Ciitizen PHA), or downloaded for print. A temporary Ciitizen account does not retain the patient's identity proofing credentials, so they can request their records once, and afterwards the account will be automatically deleted. Subsequent requests will require them creating another temporary account and perform identity proofing again.

3. Can I deactivate their Ciitizen account?

A: Yes, at any time.

4. Can I access my records from another third party Personal Health App (PHA)?

A: Yes. Several approved vendor's PHAs are connected to the Cures Gateway, and you can direct your records collected via the Cures Gateway to go into your PHA account on one of those platforms. See http://ciitizen.com/patientinfo for a list of approved PHAs.

Third Party Personal Health Apps

1. Which Third Party PHAs have joined the network?

A: New PHAs are being evaluated and added regularly. Click here for the latest list of Third Party PHAs that are on the network https://www.ciitizen.com/patientinfo/

2. What if I don't see my Personal Health App on the network, could they join?

A: Yes. They must submit an application and complete the vetting process, and then they can be connected to the Cures Gateway.

3. What is Ciitizen?

A: Ciitizen is PHA platform that can be used by patients to securely store and share their personal health information. Ciitizen was founded to support patients with chronic, complex conditions to acquire, consolidate and manager their own data.

Data Availability

1. Will I receive all of my clinical data?

A: The data returned, will be the data available from participating HIEs and other data sources that have connected through Invitae's Cures Gateway. Click here http://ciitizen.com/curesgateway to see the latest participating data networks. There is no guarantee that an HIE or other data source will be able to provide all of your records.

2. **What types of data will I see?**

A: Your data will likely be a consolidation of your record into a single document known as a consolidated care document. This document can include encounters, problems, allergies, lab results, vitals and possibly some reports. Some HIEs may also provide encounter-specific documents

3. **Can I download my data?**

A: Yes

4. **What formats could I get my downloaded data?**

A: Data is typically available as PDF, however CCDA will be downloadable in its raw, XML format. In some cases, if data originated as text or an image it might be available in that format as well. When data is first returned it will only be viewable in its raw format initially, for example, XML. The data will get converted into a more human readable PDF after a few minutes. On the Health Data page the PDF(s) will appear at the top and the XML below.

5. **Can I share my data with others?**

A: Yes, you may share your data with anyone with a valid email address

6. **What if some of the data returned does not belong to me?**

A: Contact your healthcare provider where that data originated

7. **What if data is missing?**

A: Contact your healthcare provider to inquire about information you believe is not represented

8. **Is my data permanently stored in the Cures Gateway?**

A: No. Your data is purged from the Cures Gateway after one of three instances: 1) once your data is moved into your personal health app; 2) once you have downloaded it as a PDF; or 3) 7 days have passed since data was requested

Data Source

1. Who is referenced as the data source?

A: On the Manage page, the networks that provided your data will be displayed, these are the HIEs or provider networks that were queried for your data.

2. Where will providers show up?

A: Providers will only be listed in the CCD documents (PDF) themselves. Since the document is consolidated it may list the providers as a component of the record, ie. as part of the encounter or visit information.

3. How often are data sources added?

A: Data sources are added on a regular basis.

4. What is the Cures Gateway?

A: Cures Gateway is a cloud-based service that enables patients to request their Clinical Health Data from Health Information Exchanges (HIEs) and connected provider networks.

User Support

1. What are the support hours for user's onboarding?

A: 9:00am ET-8:00pm ET (6:00am PT-5:00pm PT) Monday-Friday

2. What are the different methods that can be used by patients to reach out to support?

A: The intercom chat bot is accessible on our website, by clicking on the "?" in the top right during onboarding, and on the Ciitizen account once it is created. The phone number is 855-244-8493 (same hours as above). The support contact email is cii-support@invitae.com.