

HISP Data Retention Policy

The purpose of this communication is to inform you of changes made to the Great Lakes health Connect/Medicity HISP data retention policy. Messages will be available in the Direct application in the Command Center and in WebDirect for 90 days. GLHC and Medicity reserve the right to remove data that exceeds this stated period. Medicity will truncate data starting with the oldest files first, up until the specified 90 day retention period. One of the highest priorities at GLHC and Medicity is to ensure that all Direct secure messages can be sent when needed to help avoid potential patient safety concerns. Thus they chose to establish this approach versus locking an account once it exceeds a pre-determined size limit.

Please note that the first purge is scheduled to run on April 1, 2016. This means that all messages dated prior to January 2, 2016 will be deleted. Going forward the purge routine will be executed on the first of each month, retaining only the most recent 90 days of messages.

Frequently Asked Questions:

Q: Are there other options for storing messages locally beyond 90 days?

A: No. Direct messages should be worked just like email messages. Attachments, including Transition of Care Documents and Clinical Care Documents, should be transferred into the patient's record or deleted if not clinically relevant. This is the same philosophy as those using the results going into the iNBox. The results are currently held for maximum of 8 weeks. By implementing this policy, Direct messages will remain in the Command Center and WebDirect for (approximately) an additional 4 weeks.

Q: Will this process impact reporting? We need access to data older than 90 days for reporting purposes, such as Meaningful Use.

A: This process will not impact reporting, as reports are generated from transaction logs, which will not be purged.

For those using WebDirect:

Q: Will this only impact the Command Center/iNexx Direct, or will it also include WebDirect?

A: Medicity will be purging Command Center/iNexx Direct and WebDirect accounts.

Q: Does this polio change apply to messages and attachments that reside in folders that I created within my WebDirect account?

A: Yes, the policy is meant to apply to the e-mail account as a whole, regardless of folder locations within the account.

Q: Will this policy affect Referrals?

A: No, this only impacts messages in the Direct application.

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