

## SUGGESTED MESSAGES TO STAFF - TEMPLATE

*The purpose of this document is to assist participating organizations and healthcare professionals in communicating the objective and value of Connie, Connecticut's Health Information Exchange, to their staff through memos, newsletters, or other internal communications.*

### Editable Draft Communication

We are participating in Connie, Connecticut's Health Information Exchange. Connie is an independent not-for-profit, neutral and trusted organization authorized by state statute to develop and operate a statewide Health Information Exchange (HIE) in Connecticut. The HIE is a secure platform that will help us electronically share important patient health information, such as patient demographics, visits, allergies, conditions and diagnoses, test results, and reports with other healthcare providers across the state.

Connie links an individual patient's clinical and demographic information from unaffiliated healthcare organizations to enable access to a patient's health information across systems. Participation in Connie will give our authorized staff more comprehensive information so they can make the best decisions possible when treating our patients, especially in situations when waiting for the necessary information is not an option.

Before now, sharing a patient's health information with providers outside of our network meant sending PHI through email, postal mail or fax. With Connie, that manual process is now automated electronically to provide real-time, instant access to our patients' health information from their team of providers when we need it to provide efficient, well-informed clinical care.

We believe that Connie will enhance the health and well-being of our patients by providing us with the resources to improve clinical decision-making. However, under Connecticut state law, patients have the right to opt out of sharing their information through Connie. Patients can be directed to <https://conniect.org/for-patients/opt-out/> to learn how to opt themselves out.

To assist our staff in speaking about Connie with patients, friends, family, and the community at large, resources, materials and commonly asked questions about Connie can be found [organization to provide location where staff can find additional resources].

If you have any questions, please do not hesitate to contact [organization to provide desired internal contact] or visit [www.connict.org](http://www.connict.org) for more information.