

Withholding Health Information from MyChart: Guidelines for when it is Appropriate and Proper Documentation

The **Information Blocking Rule** generally requires that patients have immediate access upon request to certain electronic health information. As a result, **final notes and most test results are released automatically to MyChart.**

You may WITHHOLD notes or test results from MyChart, **BUT only for specific reasons**, as follows:

1. **Patient/Proxy Request.** Any patient (or their authorized representative) may request results or notes **NOT** be released to MyChart. *For example, a patient may prefer to receive the results of a particular test directly from you at a time when you can answer their questions.*
2. **Unreasonable Risk of Harm.** To withhold notes or test results from MyChart for this reason, you **must have a reasonable belief that withholding the information from MyChart will substantially reduce a risk to life or physical safety of the patient or another person.** Concern that a particular test result or note will be upsetting to the patient is NOT sufficient justification. *See below for Tips Regarding Unreasonable Risk of Harm.*

Tips Regarding Unreasonable Risk of Harm

- “Harm” in this context means a **true safety concern.** **Harm does NOT include perceived psychological or emotional harm.**
 - It is NOT appropriate to select “unreasonable risk of harm” based on a concern that a particular result or note will confuse or devastate the patient.
 - In these circumstances, consider discussing in advance with the patient to provide them an opportunity to request that you withhold the result/note from MyChart. If the patient then makes such a request, select “Patient Request” as the reason for withholding the information from MyChart.)
 - If the patient wants to see the information on MyChart even after discussion, the information should be released to MyChart.
- When selecting “unreasonable risk of harm,” clinicians **must additionally document a patient-specific reason why withholding the results/note from MyChart would substantially reduce a risk of harm** to the patient or another person.
 - Documenting “unreasonable risk of harm” is **not** sufficient.

Compliance Alert: If you fail to document a patient-specific reason when withholding from MyChart based on risk of harm, a **COMPLIANCE ALERT** will appear in Storyboard.