



Frequently Asked Questions

FAQs About One Health Record®

What You Need to Know

What is One Health Record®?

One Health Record® is the state of Alabama's health information exchange (HIE) and is designed to connect doctors, hospitals, clinics and other healthcare providers.

What is a Health Information Exchange?

Using secure Internet technology, participants exchange or move health related information between organizations such as hospitals and doctors according to nationally-recognized standards. HIEs are also known as health information networks or HINs.



How Does Sharing Health Information Lead to Better Care?

Sharing health information among doctors who are treating a patient allows them to be more informed about any medical conditions a patient may have, medications being taken and medical procedures a patient may have had or may need. This prevents duplication of services, medication errors and encourages better communication and coordination about a patient's care.

What if Patients Do Not Want Their Information Shared?

Participation in One Health Record® is voluntary. Patients may choose to "opt-out" by notifying their health care provider and completing a short form. Once the form is signed, the provider will update the patients' record within the One Health Record® system. Opt Out assistance is also available through our Service Desk at 844-746-3540.

How Secure is One Health Record®?

State-of-the-art systems are employed to secure records to the greatest degree possible and prevent access to unauthorized persons. Any system used must comply with the security provisions of the federal Health Insurance Portability and Accountability Act (HIPAA).

How Does One Health Record® Work?

Here is one example:

A man is in an auto accident and is not only injured but unconscious. He is transported to the closest emergency department where the staff is able to locate his health information on One Health Record®. This is life-saving for him as the physicians and nurses find that he has severe allergies to certain medications that, without this information, would have been given to him.