On Demand Record Retrieval Service

Frequently Asked Questions

What is Kno2's on-demand record retrieval service?

Requesting records of other providers to treat a patient is often a burdensome, error prone process. This includes multiple phone calls, requests via fax, and sometimes requests via the USPS. During this time of crisis, there are limited staff available to respond to these requests, thus the patients and providers are at risk.

Kno2's on-demand record retrieval service allows you to search for patient records from surrounding participating physicians and access on-demand through a web browser without having to pick up the phone or fill out a request form and fax over.

By simply keying in patient demographics, including their address or phone number, you can receive comprehensive patient records from a community of providers, choose the ones you would like review and save and either print, download or forward into your EHR.

What is Carequality/Commonwell?

Carequality (https://carequality.org/) and Commonwell Health Alliance (https://www.commonwellalliance.org/) are each a consortium of vendors (mostly EHRs) that have grouped together to provide on-demand record access to the patient records in each of their own systems. Each EHR vendor (and thus their end users) is responsible for ensuring the patient has gone through the appropriate consent so you are assured the record you are retrieving has been granted the appropriate permissions/access to do so. To date, there are more than 600K providers in health systems and clinics live on the network. This means there are millions of patient records available for on demand retrieval. Commonwell providers published to the Carequality directory are also available for retrieval.

Watch this video for more information on Carequality:

https://carequality.org/overview-video/

What records will be available for retrieval?

Patient records that are retrieved are primarily comprehensive C-CDA's (Consolidated Clinical Document Architecture). These include CCD's, Discharge Summaries and Progress Notes for the last encounters and up to 90 days (determined by EHR vendor). The clinical data within the document includes critical data such as active medications, allergies, problem list, immunization, laboratory data and more!

Who can use the Kno2 record retrieval service?

Any provider, provider organization or non-provider organization involved in the TREATMENT of patients (COVID and NON-COVID). This is available for patient treatment purposes only and is not applicable to other purposes of use such as for verification of COVERAGE for insurance, OPERATIONS or BILLING purposes.

How long is Kno2's record retrieval service available at No Charge?

The on-demand record retrieval service is available at no charge during the declared state of emergency – either at a federal or state level, whichever is longer.

What is required to use the Kno2 service?

All you need to utilize Kno2 is access to a modern web browser and an Internet connection. Supported web browsers include Google Chrome, Internet Explorer/Edge and Safari. Supported devices include standard PC's, MAC's and tablets or iPads. Smart phones are supported, however, will have difficult rendering and viewing documents on a small screen.

How long does it take to activate?

Activation of your Kno2 registration/account will take approximately 24-48 hours.

How secure is the Kno2 system?

Kno2 is HIPAA Compliant secure web application entirely hosted within Microsoft Azure's data centers and includes geo-redundancy for high availability. All data is encrypted at rest and in transition. For an overview of our security, please review the Kno2 Security Whitepaper.

Will you execute a Business Associate Agreement?

For the NO CHARGE Kno2 account made available during the COVID crisis, end users will be required to click through Kno2's TOS and BAA online. No customization of the BAA for the NO CHARGE account will be available. If you require the use of your BAA or need to customize the online BAA, please contact sales@Kno2.com for further information.

What is required to register for the Kno2 record retrieval service?

To access the online record retrieval service, register at https://register.kno2.com/register/covid-19. Starting by registering your first or primary location and then register each physical location that you would like to have access to the retrieval service. You will be provided the opportunity to register additional locations at the end of the process.

After registration, you will be asked to complete an online Identity Verification process including entering your personal demographics along with 4 security questions to ensure you are who you say you are. This information is NOT maintained by Kno2 and is passed to our third-party security provider, Equifax. The personal identity verification is required by the Carequality and Commonwell networks for participation.

How does this fit into my clinical workflow?

The Kno2 record retrieval service can be used by any staff – including administrative and clinical to support the requests and download of patient records back into your charts. Today, you are likely requesting patient records from other providers by making a phone call or filling out a fax request form. Replace this process, with first accessing your Kno2 account and

verifying if online records are available for your patient. Quite often they will be, however, if they are not, then reverting to your standard request process.

In addition, clinical staff and providers can access the portal from their PC's, tablets and iPads for easy access to patient records before or while treating a patient, removing the delay in waiting for staff to retrieve the information.

How can I get the information back to my EHR or charts?

Getting information from Kno2 to your EHR or patient charts can be easily done through multiple options.

- For paper charts, all documents retrieved are converted to a print-ready format
- For EHR's that have an import/upload option, simply download the file from Kno2 and import into your EHR. Kno2 downloads PDF and C-CDA's.
- For certified EHR's that support Direct messaging, Kno2 provides an option to forward your records to your Direct address(es) assigned by your EHR vendor

Does the Kno2 record retrieval service integrate with Microsoft Teams®?

Yes, Kno2 has an integrated Teams ChatBot available through the Microsoft Stores.

How do I train our staff?

Kno2 is providing on-demand training videos that can be used to train your staff on how to utilize the record retrieval service. Remember, the service is very easy to use, thus training requirements should be minimal.

Does Kno2 offer support?

Kno2 supports in app chat and email support to our customers. Given the nationwide outreach to utilize this NO CHARGE service, our teams will respond as quickly as we can.

Will we be notified before it turns off?

Yes, you will be notified 10 business days in advance of the service being turned off. At that time you will be given subscription options for continuing Kno2.

What are my options to continue to use the service after?

Kno2 offers very affordable monthly subscription options to our Kno2 IAAS platform based upon your case setting and size. The subscriptions include cloud fax, Direct secure messaging, Kno2 messaging and records request allowing you to centralize all your exchange workflows. To continue query participation in Carequality and Commonwell, you have two options:

- If you are paper based, an EMS agency or specialty pharma, you can continue to utilize KNo2's query with the purchase of a Kno2 subscription
- If you have an EHR, your EHR must be integrated through Kno2's API's or through another implementer of Carequality or Commonwell

We would like to include digital/cloud fax in our Kno2 account for record retrieval. Is this available?

You can enable cloud faxing in your Kno2 subscription by purchasing our cloud-fax services. Kno2 is offering very aggressive cloud fax pricing to assist providers in moving to remote and digital work environments. To get a cloud-fax quote, please contact Kno2 at sales@kno2.com.

What information can I send our EHR vendor to get them to integrate to Kno2?

Kno2 has very simple and affordable ways for EHR vendors to get integrated. Please have your EHR vendor contact sales@kno2.com for further information.