

21st Century Cures Act Frequently Asked Questions (FAQs)

What the 21st Century Cures Act Means for You

Starting March 30, 2021, you will be given online access to the healthcare notes your doctors, nurses, or other clinicians write after an appointment or discussion. We are calling this “open notes.”

Q: What’s in an Open Note?

A: Each time you have an appointment or discussion with your doctor or other clinician, they describe what happened in a note. Notes often start by listing the symptoms or questions you have. Some also list the medication you take or medications prescribed during a visit, findings of your physical exam, lab tests ordered, and the overall plan for taking care of you. Notes become a part of your medical records.

Q: How quickly will I receive test results?

A: You will see test results as soon as they are available, in some cases, before your doctor has had the opportunity to review them or call you to discuss the findings.

Q: Why are we sharing notes with you?

A: We know from research that patients like and use open notes. Reading notes can help you better understand and feel more in control of the healthcare you receive.

Q: How will I know when a note has been shared with me?

A: You will receive a MySparrow portal message when a new note is available for you to read.

Q: What should I do if I find an error in my note?

A: If it’s serious, something that could affect your care urgently, contact the healthcare provider who wrote the note.

Q: What about privacy and confidentiality?

A: Open notes will not change the confidential nature of the notes your doctor or clinician writes. Only clinicians involved in your care have access to these notes. Here are steps you can take to keep your information secure.

- » Remember to keep your My Sparrow login name and password private. You can change your password anytime by visiting the “**Menu**” in MySparrow, then “**Account Settings**” followed by “**Change Password**”.
- » Select “**Log Out**” after you finish reviewing information in your MySparrow account.

Q: Will my proxy see my open notes?

A: If you have established proxy access to a care partner, parent, or spouse, they will be also able to view open notes. You may review and update your proxy by selecting “**Menu**” in your MySparrow account. Once there, select “**Share My Record**” under Sharing. Then click on “**Friends and Family Access**” to update access to your health information.