



TALKING POINTS: What your patients should know about Reliance

Reliance allows authorized health care providers to instantly send and receive your health information from multiple sources, such as other doctors, specialists and labs. Reliance can:

Improve your health care experience:

- If your doctors participate in Reliance, they can send your medical records along with a referral directly to other providers. When the referred providers have your information in one place it can reduce treatment errors and you may avoid repeating tests or scans (e.g. imaging and x-rays). This saves you time and money.
- Because of Reliance, you won't have to carry information to the specialist and the specialist will already know about your medical history and any related test results or scans prior to your appointment.
- The specialist may also require that you have tests or scans done before you come for your visit. Your doctor will know this when he/she makes the referral and can send you for the tests you need before you go to the specialists. This will save you time and money – you won't have to pay for multiple visits to the specialists because he/she didn't have the information they needed to treat you.

Ensure your health information is kept private and secure:

- Your doctors can send information from your health record to other providers without making phone calls, mail or faxing. This ensures only the correct/authorized person sees your health information.
- Your doctor decides what information other doctor(s) need to see in order to treat you; so only the information in your chart that is important to treat you is shared with your other provider(s).
- A secure log-in is required to view your information, so only those who have been authenticated by Reliance and are authorized to use the system have access. This allows Reliance to track who is using the system and what information they have accessed. This protects you and keeps your information private and secure.
- Privacy and security rules and encryption are used to make sure your information is transported securely; and all federal rules and requirements for privacy and security are followed.

Contact Reliance:

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