

Care Everywhere FAQs

for Trans and Gender Diverse Youth and Adults

What is Care Everywhere and can I turn it off?



Care Everywhere is a part of our health record system that shares patient data between health care institutions.

The Fenway health record system shares and pulls in your information to/from other hospitals and health centers.

Let your care team know if you want this turned off.

Pros and Cons for Care Everywhere



Sharing records with your care team helps prevent mistakes and lets your providers communicate faster.

If you live in a state that restricts access to gender affirming care, sharing your records using Care Everywhere may add a risk for you, your child, or your local care team.

Insurance Codes and Diagnoses



It is insurance fraud to use incorrect codes or diagnoses.

Codes, diagnoses, and billing history from previous visits can't be removed from your record.

Changing the code used now to something less “obvious” won't change the history of a previous code used.

How is Data Kept Secure?



Medical records are protected under HIPAA to limit government overreach.

Court orders for medical records can happen in the case of criminal investigations or if a patient is believed to be a foreign agent. These are reviewed by Fenway's legal team.

Learn more about HIPAA below.