



Velatura's Health Information Exchange Network

Patient Rights & Consent: Frequently Asked Questions

About Velatura and Your Health Information

Your health information is shared through Velatura's health information exchange (HIE) network to support coordinated, timely care across your healthcare team. As a patient, you have rights — including the right to opt out of that sharing at any time, and the right to opt back in whenever you choose.

What is Velatura

Velatura operates a secure health information exchange that allows your doctors, hospitals, and other healthcare providers to share your health records with each other — with your consent. This helps ensure your care team has the information they need, even if you see multiple providers or visit an emergency room.

What health information is shared?

Information shared through Velatura may include clinical records such as diagnoses, medications, lab results, imaging reports, and care summaries — the kinds of records your providers need to deliver safe, coordinated care.

Who can see my health information through Velatura?

Only participating healthcare organizations — such as hospitals, clinics, and physician practices — that are part of the Velatura network and involved in your care can access your records through Velatura.

Can I opt out of having my health information shared through Velatura?

Yes. You have the right to opt out at any time. If you opt out, your health information will no longer be accessible to other providers through the Velatura network. Please note that opting out will not remove records that were already shared before your request was processed, and your providers will not be required to retrieve and delete that historical information.

Your Right to Opt Out

If I opt out, will my doctors still be able to treat me?

Yes. Opting out means your records will not be accessible through the Velatura network, but your individual healthcare providers can still access and maintain records within their own systems. However, it may mean that providers outside your primary practice, such as specialists or emergency physicians, will have less information available when treating you.

Can I change my mind after I opt out?

Yes. You can opt back in at any time by completing and submitting an Authorization and Consent form through your participating healthcare provider.

How to Opt Out

How do I submit an opt-out request?

Through Your Healthcare Provider

Visit any participating healthcare provider. They have the required form on site, can help you complete it, verify your identity, and submit it to us on your behalf. This is the simplest and fastest path.

How long does it take for my opt-out to take effect?

Once your provider submits the form, your opt-out is typically reflected in our system within 24-48 hours.

How will I know my opt-out was processed?

Your provider has access to the system and can confirm your opt-out status at any time. Simply contact their office to request confirmation.

Other Questions?

You can speak with your healthcare provider or contact Velatura directly here visiting velatura.org/patientconsent or calling 1-844-933-5062.