If you have any problems or questions regarding the use of the clinical portal, please contact your organization’s Help Desk.

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This is a view and print portal.

Information cannot be added, edited, or deleted.
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ACCESSING HEALTHINFONET (HIN)

Depending on how your facility has been set up, the HIN Portal can be accessed either by:
1. Entering the following address into your browser: [https://maine.prod.hinfonet.org/concerto/Login.htm](https://maine.prod.hinfonet.org/concerto/Login.htm)
2. Using the link for the Parameter Based Launch (PBL) through your EMR.

Disclaimers

The first time you log in you must accept the Treatment Portal and Medication History Disclaimers. These disclaimers must be acknowledged once a year for audit purposes. The exact language is listed on Page 8 at the end of this document for your reference.

SEARCHING

You will be presented with the Search screen. If the Search screen does not default, you can click on the Demographic Search icon in the menu bar on the left side of the window. If you are not automatically presented with the Search screen, you can change the default setting by clicking on: Common—My Details—Home Page, then click the drop down arrow and choose Demographic Search.

Notice the locked and unlocked records and the Opt-out Date and Mental Health Consent. (These will be discussed further under Breaking the Glass.) If there is a date under any of these headings:
1. Opt-Out Date: The patient has Opted-Out of HealthInfoNet, therefore, all information has been deleted from their record and is not available in the clinical portal.
2. Mental Health Consent: The patient has Opted-In, therefore, this information is globally available on the clinical portal.
SEARCHING (continued)

When using the Search screen, you should use one of the following combinations:

- First Name and Last Name
- Last Name and Date of Birth
- Facility and MRN – This combination will only work if your facility is exchanging data with HIN.

Once the search results are returned, click on the patient record to open it.

BREAKING THE GLASS

The system will require you to identify your reason for accessing this chart. HIN will remember this for 3 days and then ask you again (recall the locked and unlocked records from the previous page).

Any Direct Patient Care or Health Information—Clinician Support choice does not require a Comment entered. Click OK to proceed to the patient’s chart. NOTE: The reason you provide here as well as the information you view in the patient’s chart will be recorded and may be audited.

To Access Clinical Data
To Access Mental Health

Please Note:

Due to the sensitive nature of Mental Health data, this information is not globally available unless the patient has Opted-In, which will allow all participating providers access to this information.

If, however, there is an emergency situation or the patient gives you verbal consent during a visit, the Mental Health data can be made available on a one time basis (and for 3 days) by clicking the More button within the patient chart above the clinical document tree.

*Reason: See “Breaking the Glass” on previous page.
HIN will automatically display the Patient Summary screen, which contains the following information:

- All Identifiers, Emergency Contact, Primary Care Provider, Demographics and Accountable Care Organizations (ACO)
- Active Problems
- Allergies
- Prescription Medications
- Encounter Visit History Information

NOTE: Click on the icon, to view more information.
Several folders containing the following clinical information are available in the Clinical Document Tree, which is located in the upper left portion of the screen (see red box in the image below):

- Summary Documents – CCD, Discharge History and Physicals, Emergency, Immunizations, Laboratory, Microbiology, Operative, Diagnostic and Procedures, OV Outpatient, Radiology and Vitals

**CLINICAL DOCUMENT TREE**

Simply single click any Clinical Document folder to expand its list and single click a line item to display its contents. In this example, the ‘Emergency’ folder and ‘Physician Emergency Report’ line item are selected.
In this example, the ‘Laboratory’ folder and ‘CBC without Differential’ line item are selected.

Laboratory Test names in Black mean all results are within the normal range. Test names in Yellow mean some results are in the abnormal range. Test names in Red mean some results are in the critical range. Reference ranges come from the resulting laboratory.

Trending Feature - In the Lab and Vitals folders you may select ‘View Cumulative Results’ link located at the top of the window to graph results over time.

Select ‘View Cumulative Results’ and then check off the components you wish to chart. In this example, Leukocytes and Hemoglobin are selected. Then click on the blue Graph icon to formulate your data (see page 8).
LOGGING OUT

Click the logout button in the upper left corner. *For Security Reasons, Please DO NOT use the red “x” in the upper right corner of the web browser or the “x” on the web browser tab.*
DISCLAIMERS

Treatment Portal Disclaimer

I have been authorized to access the HealthInfoNet Health Information Exchange (the “Exchange”) by a health care organization which has a contract with HealthInfoNet to participate in the Exchange. As a condition of accessing the Exchange, I acknowledge and agree to these terms of use:

1. I will access individually identifiable health information (“PHI”) provided through the Exchange solely of those individuals who have given consent to such access for treatment or who are medically deemed to have an emergency medical condition and to be incapacitated to provide such consent at the time of access.
2. I will use or disclose PHI provided through the Exchange solely for the treatment of the individual whose PHI I have accessed.
3. Since the PHI provided through the Exchange may not be complete or accurate, I will exercise reasonable care to verify the accuracy and completeness of the PHI information with the individual or individual’s authorized representative and will apply reasonable professional judgment in making treatment decisions based on such PHI.

Medication History Disclaimer Statement

By logging into HealthInfoNet, I acknowledge that I accept these terms of use:

1. I have been authorized to access the HealthInfoNet Network and the prescription medication history information provided through the HealthInfoNet Network by an organization which is contracted to participate in use of the HealthInfoNet Network.
2. Use of the prescription medication history information provided through the HealthInfoNet Network will be limited to patient treatment.
3. Access to medication history information provided through the HealthInfoNet Network will be limited only to those patients who have given written consent to treatment/access to their medical information or are deemed to be a medical emergency unable to provide written consent to treatment at the time of access.
4. The prescription medication history information provided through HealthInfoNet may not be complete or accurate and that reasonable care will be made to verify the accuracy and completeness of the prescription medication history information with the patient or patient’s representative(s) and that professional judgment will be used in making treatment decisions based on this prescription medication information.
Create a Notifications Relationship with a Patient
Create Worklists
## NOTIFICATIONS and WORKLISTS

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CREATE NOTIFICATIONS

There are Three Options to Create a relationship with a Patient for Notifications:

Option #1—Via Patient Chart

1. Open the chart of the patient with whom you would like to establish a relationship.
2. On the top right of the blue Patient Name Bar click the “two-person”, My Patients icon found next to the time and date. This displays the Relationships View as follows:

   ![Relationships View](image1.png)

3. In the Search Criteria section, Site, MRN, and Relationship will default to appropriate values.
4. Click Add and the patient name will display in the Search Results section as follows:

   ![Search Results](image2.png)

Option #2—Via Notifications Menu:

1. Select My Patients under the Notifications menu to open the Relationships View Screen:

   ![Notifications Menu](image3.png)
Option #2 (continued)

2. In the Search Criteria section:
   Enter your Site and the MRN for a patient *if your facility has sent data to HealthInfoNet for this patient*; or,
   *If your Site has not sent data to HealthInfoNet for this patient*, enter a Site and MRN combination for a facility that has sent data for this patient. A valid Site/MRN combination can be found in a patient’s chart in the Identifiers section on the Patient Summary screen.

3. Click Add and the patient name will display in the Search Results section as follows:

![Search Results screenshot](image)

Option #3—Via Bulk Load

You can provide HealthInfoNet with a list of your patients you would want to be loaded into the system automatically by HealthInfoNet.

1. Click on Links on the Blue Menu bar on the left, then Bulk Load Notifications Icon.
Option #3 (continued)

2. Create an Excel file:
   a. (Optional) Download one of the Excel sample files.
   b. Open Excel, create a new blank file, enter the column headers “User ID,” “MRN,” and “Site ID.”
   c. Enter data requested (User ID, MRN, and Site ID) and save Excel file to a place where you can retrieve it in the next step.

3. Click on the “Browse…” button. When “Choose File to Upload” window opens, navigate to the place where you saved the Excel file.

4. Enter your email address and click Submit.

Remove Notifications

1. Click on Notifications menu, then My Patients.
2. Click the Circular Red “X” icon next to the patient for whom you would like to stop receiving notifications.
Manage Notification Types

Click on the Notifications menu and then My Subscriptions.

There are three things that need to be done to complete your Notification process:

1. Determine the email destination: either an individual email or a distribution email.
2. Determine how you want to be notified.
   - You have two different options on how you would like to be notified by Concerto.
     - If you check the box: **Notify by Email**—you will receive an email every time there is a “new event” on that patient.
     - If you check the box: **Notify in Daily Summary Email**—you will receive one email with all of the events on your subscribed patients once daily.
3. Determine what you want to receive. **PLEASE NOTE**: What you determine to receive will be for your entire population of patients and cannot be individualized at this time.
   - Check/Un-check boxes on the left according to what you would like to receive.
Manage Notification Types (continued)

3. Determine what you want to receive. (continued)
   - Notifications will be delivered according to the default settings at the top of the screen. Use the Change link to customize the way individual notification categories are delivered.
   - Click Save to finalize management of Notification Subscriptions.

Subscriptions for patients I have a relationship with

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<tr>
<td>Inpatient Discharge</td>
<td>Custom Change</td>
</tr>
<tr>
<td>Patient is admitted to ER</td>
<td>Custom Change</td>
</tr>
<tr>
<td>Patient is discharged from ER</td>
<td>Custom Change</td>
</tr>
<tr>
<td>SNF Unit Discharge</td>
<td>Custom Change</td>
</tr>
<tr>
<td>A new document (imaging report) is available</td>
<td>Custom Change</td>
</tr>
<tr>
<td>Final Radiology Report is available</td>
<td>Custom Change</td>
</tr>
<tr>
<td>Final Laboratory Result is available</td>
<td>Custom Change</td>
</tr>
<tr>
<td>Final Microbiology Result available</td>
<td>Custom Change</td>
</tr>
<tr>
<td>Interim Microbiology Result available</td>
<td>Custom Change</td>
</tr>
<tr>
<td>A new document is available</td>
<td>Custom Change</td>
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Save Cancel

Example Notifications Email:

This is an example of an Inpatient Admission notification sent to a user that has established a relationship with a patient.

From: HealthInfoNet
Sent: Friday, October 11, 2013 7:42 PM
To: John Doe
Subject: Final Radiology Report is available

The patient below that you are tracking has new information in HealthInfoNet’s clinical exchange. We have received a result for a patient with an MRN of 012-47-90. They had a(n) Chest X-ray PA and lateral upright completed at Cardiology on Oct 11, 2013.

To unsubscribe, please change your subscriptions within HealthInfoNet by opening the Notifications menu and utilizing My Subscriptions & My Patients.

To view the detail for these events, please login to HealthInfoNet at http://maine.prod.hinfonet.org/concerto/
Worklists allow users to quickly access and manage patient records that may be of special interest. Up to six worklists are available to each user. Users cannot see the names of patients on another user’s worklist, nor can they see the name that another user has given a worklist.

Up to 50 patient names can be added to a worklist. If a user adds more than 50 patients, the ones that have been on the list the longest are dropped.

The following worklists and their display names are available:
- Red
- Blue
- Yellow
- Green
- Orange
- Purple

A patient's record is added to the worklist either one at a time or in a group selected from the results of a search. Once on a worklist, a patient's record can be selected and viewed by clicking on the patient's name. A user may also change the display name by selecting the rename this worklist link.

**Adding Patients to a Worklist**

**Adding Names from a Demographic Search**
Users can add patient names to a worklist from the results of a patient search by selecting the checkbox next to the patient name. To add the patient, the user then selects the worklist option from either of the drop-down lists at the bottom of the screen.

![Add checked results to worklist](image)

Add selected patients to worklist: Add the selected patient names to the top of the worklist without affecting the names which are already on the list. If the results of this action increase the list past the maximum number of 50, the names which have been on the list the longest will be dropped off the list.

Replace selected patients to worklist: Replaces all patient names in the worklist with the names selected from the patient search.
Adding Names from the Context Bar

The context bar displayed for a selected patient includes a Flag icon which can be used to manage the user’s worklist memberships. If the patient is currently on a worklist, the flag’s background color will match the color of the flag associated with that worklist. If the patient is on two or more worklists, the background color will match the first worklist added.
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Maine's Prescription Monitoring Program (PMP) is a tool created to prevent and detect prescription drug misuse and diversion, and improve patient care through better coordination of care. PMP maintains a database of all transactions for schedule II, III and IV controlled substances dispensed in the State of Maine.

PMP Single Sign-On via HIN Access Request

You will need **BOTH** a PMP ID* and HIN user ID** in order to utilize the PMP single sign-on via HIN.

Log in to the HIN portal. Click on the Links menu to the left and click Request PMP Access. Enter your PMP ID that you received from the State of Maine and click Submit.

*If you do not have a PMP ID or if you cannot remember your PMP ID or password, please visit the State of Maine’s website at this link: [http://www.maine.gov/dhhs/samhs/osa/data/pmp/index.htm](http://www.maine.gov/dhhs/samhs/osa/data/pmp/index.htm).

**If you do not have a HIN user ID, please contact your organization’s HelpDesk to request one.
You may receive an error saying you have been logged out, even if you do have a valid PMP ID. This may be an issue with cookie handling in your web browser.

To correct this, you will need to add the URL: https://mepdm-ph.hidinc.com to your list of Trusted Sites.

Go to Internet Options: Click on the little cog in the upper right corner of your web browser and choose Internet Options.

Click on the Privacy Tab, then Sites.

Enter the URL from above in the Address of website box, then click Allow and OK.
An evidence-based, physician-authored clinical decision support resource which clinicians trust to make the right point-of-care decisions.
UpToDate® offers only basic information for non-subscribers. As a subscriber you would have access to detailed, evidence-based decision support. UpToDate® has several different types of subscription packages available.

You can now access UpToDate® through HIN by simply clicking on the Links menu on the left then clicking on the UpToDate® icon.
RESETTING YOUR PASSWORD

- Setting Your Secret Question
- Resetting Your Password
# RESETTING YOUR PASSWORD

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Forgot Your Password?

You can reset your password yourself. In order to enable this feature, you will need to set your secret question.

- If you have already set your secret question, please go to the next page for instructions on how to reset your password.
- If you have not yet set your secret question, please contact your organization’s Help Desk to have your password reset. Once your password has been reset, go to the section below for instructions on how to set your secret question.

Set your Secret Question

1. Log into Concerto.
2. Set your Secret Question:
   a. Click on Common
   b. Click on My Details
   c. Click on Set next to “Set my secret question...”
   d. Click on drop down arrow next to “Secret Question” and selection a question.
   e. Type in Answer
   f. Type in your password.
   g. Click OK.

![Set your Secret Question](image)
Resetting Your Password

1. Click on “Forgot your password?”

2. Enter your User ID and click Submit.

3. You will receive an email with a link to reset your password.

4. Click on the link in your email.

http://maine-test.hinfonet.org/concerto/password/reset.action?token=1f42e2fb-b1d1-49ea-b472-808bee164894

To reset your Concerto password visit the link below.
(PLEASE NOTE: This link will expire in 6 hours. If the link has expired, please return to the Login Screen and click on the Reset Password link again.)

If clicking on the link does not work, copy and paste it into a new web browser window instead.

If you did not request to change your password, please contact the help desk immediately at support@hinfonet.org.

NOTE: This message was sent from an unmonitored email address. Replies sent to this address will not be answered.
Resetting Your Password (Continued)

5. Enter the following:
   a. User ID
   b. Your secret question answer
   c. New Password
   d. Confirm Password
   e. Click Change Password