
HealthInfoNet

CLINICAL PORTAL USER REFERENCE GUIDE

HealthInfoNet

User Reference Guide

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

CLINICAL PORTAL

*This is a view and print portal.
Information cannot be added, edited, or deleted.*

CLINICAL PORTAL

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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.hinfonyet.org/concerto/Login.htm>
2. Using the link for the Parameter Based Launch (PBL) through your EMR.



Enter your user ID and Password. Click **Login**.

Please enter your user ID and password

User ID

Password

[Forgot your password?](#)

Login

See section: **Forgot Your Password?**

HIN Production Environment

Martin's Point Health Care data feeds have been restored with the exception of office visit notes and procedure codes w

Central Maine HealthCare Lab data is currently unavailable for viewing access in the

New MaineCare medications will be temporarily unavailable in the portal.

[Click here to see data captured in HealthInfoNet](#)

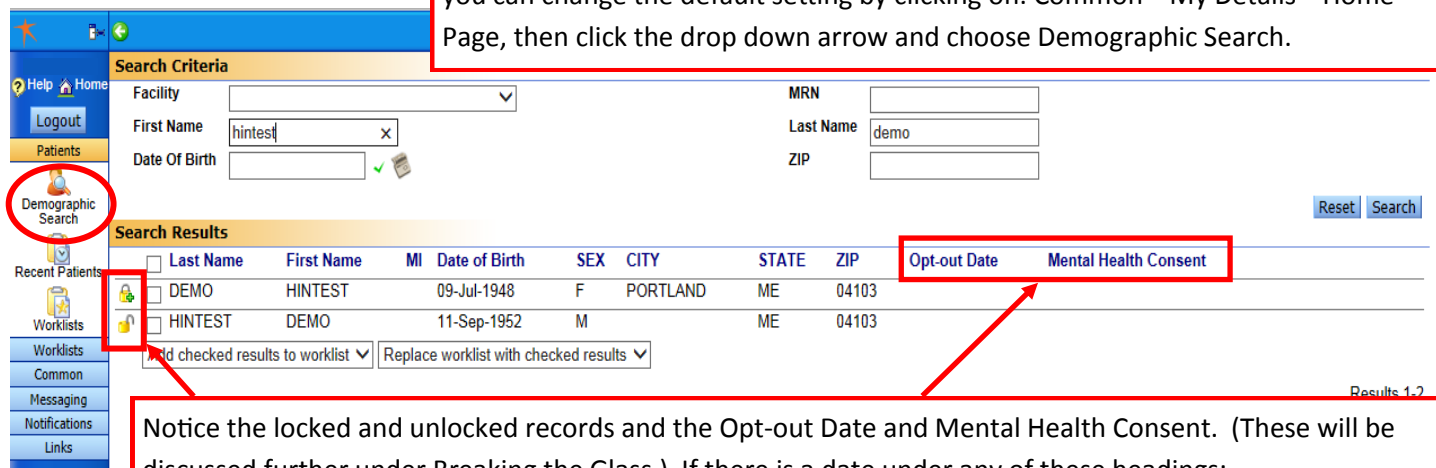
NOTE: This is a resource showing facilities sending data to HIN and the type of data they are sending. You do not need to log in to click this link.

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.



Last Name	First Name	MI	Date of Birth	SEX	CITY	STATE	ZIP	Opt-out Date	Mental Health Consent
DEMO	HINTEST		09-Jul-1948	F	PORTLAND	ME	04103		
HINTEST	DEMO		11-Sep-1952	M		ME	04103		

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.

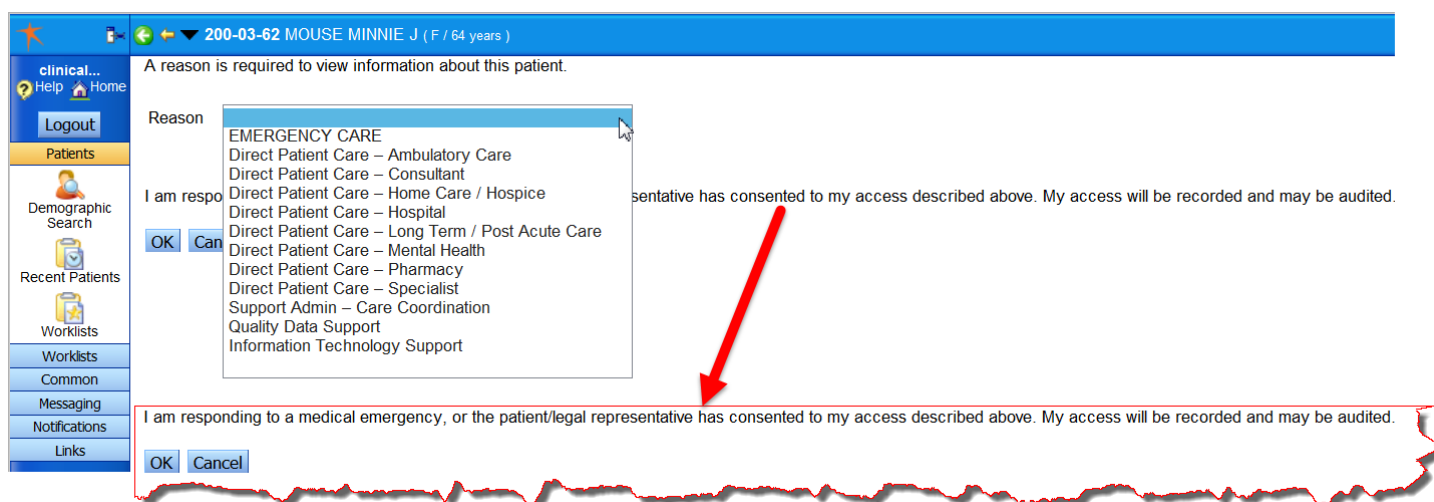
Once the search results are returned, click on the patient record to open it.

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



clinical... Help Home

Logout

Patients

Demographic Search

Recent Patients

Worklists

Common

Messaging

Notifications

Links

200-03-62 MOUSE MINNIE J (F / 64 years)

A reason is required to view information about this patient.

Reason

- EMERGENCY CARE
- Direct Patient Care – Ambulatory Care
- Direct Patient Care – Consultant
- Direct Patient Care – Home Care / Hospice
- Direct Patient Care – Hospital
- Direct Patient Care – Long Term / Post Acute Care
- Direct Patient Care – Mental Health
- Direct Patient Care – Pharmacy
- Direct Patient Care – Specialist
- Support Admin – Care Coordination
- Quality Data Support
- Information Technology Support

I am responding to a medical emergency, or the patient/legal representative has consented to my access described above. My access will be recorded and may be audited.

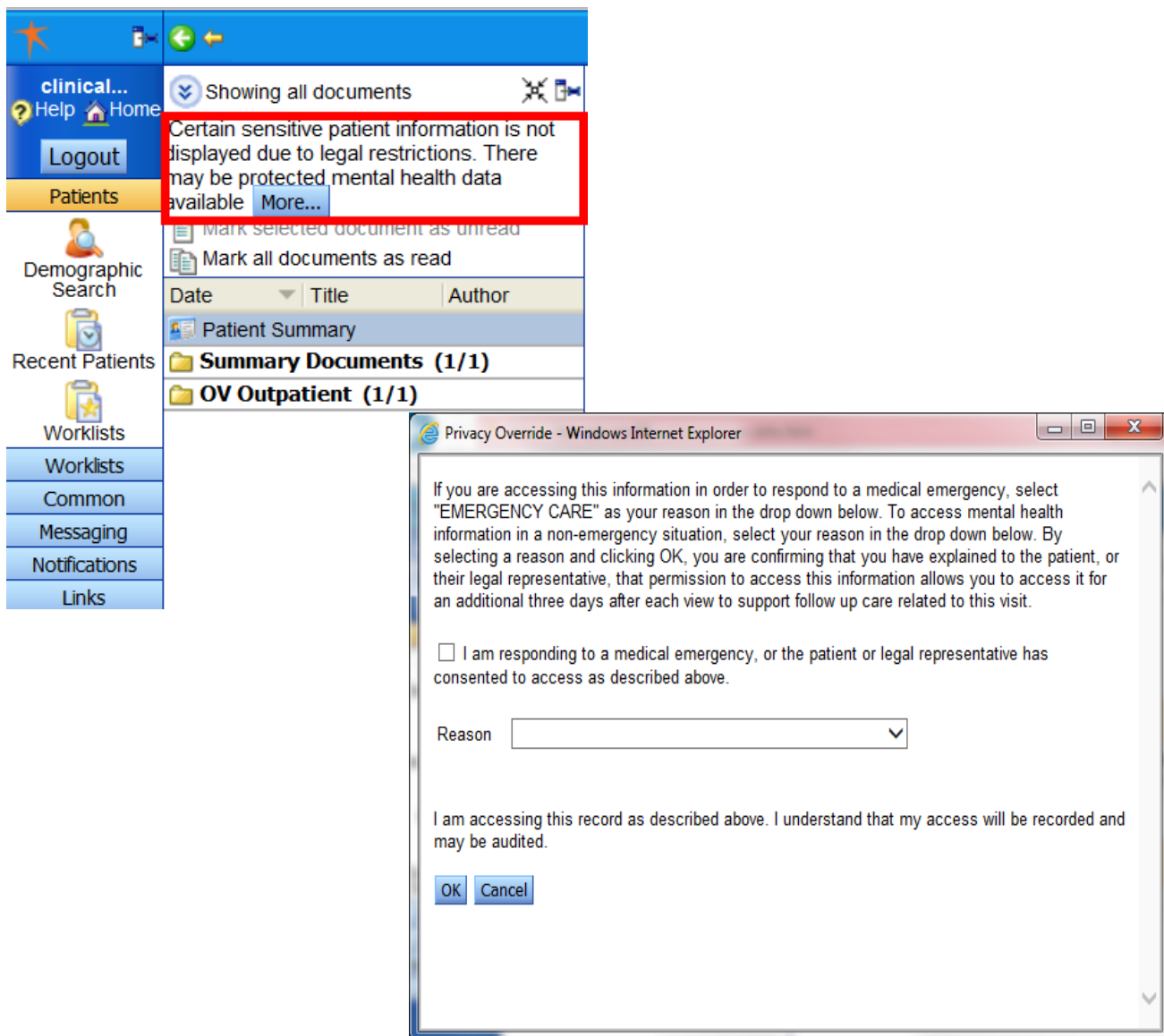
OK Cancel

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.



The screenshot shows the HealthInfoNet interface. On the left is a navigation menu with options like 'clinical...', 'Help', 'Home', 'Logout', 'Patients', 'Demographic Search', 'Recent Patients', 'Worklists', 'Common', 'Messaging', 'Notifications', and 'Links'. The main area displays a patient chart with a red box highlighting a message: 'Certain sensitive patient information is not displayed due to legal restrictions. There may be protected mental health data available. More...'. Below this message are options to 'Mark selected document as unread' and 'Mark all documents as read'. A table with columns 'Date', 'Title', and 'Author' lists documents like 'Patient Summary', 'Summary Documents (1/1)', and 'OV Outpatient (1/1)'. A 'Privacy Override - Windows Internet Explorer' dialog box is open, explaining the process for accessing mental health data in emergency or consented situations. It includes a checkbox for emergency consent, a 'Reason' dropdown menu, and a statement of understanding that access will be recorded and audited. 'OK' and 'Cancel' buttons are at the bottom.

*Reason: See “Breaking the Glass” on previous page.

PATIENT SUMMARY

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

Demographics

HINTEST, DEMO

Demographics

Sex **Male**
Date of Birth **Sep 11 1952 (62 years)**
Address **125 PRESUMPCOT ST
PORTLAND ME 04103**
Phone **(207)541-1952**

Primary Care Provider

Name **N/A**

Emergency Contact

Name **CATHY
ADMTEST**

Accountable Care Organization
Test for SJH

Active Problems

Code	Description	Status	Onset Date	Location
784.0	Headache		01/29/2013	WSFP
787.1	Heartburn		01/29/2013	WSFP
625.2	Mittelschmerz		01/29/2013	WSFP
780.79	Other malaise and fatigue		10/31/2012	WSFP
372.30	Conjunctivitis, unspecified		03/22/2012	WSFP
718.55	Ankylosis of joint of pelvic region and thigh		02/06/2012	EMHS
716.25	Allergic arthritis involving pelvic region and thigh		02/06/2012	EMHS
788.1	Dysuria		02/06/2012	EMHS
596.0	Bladder neck obstruction		02/06/2012	EMHS
719.47	Pain in joint involving ankle and foot		01/10/2011	WSFP
571.4	Chronic hepatitis		01/10/2011	WSFP
250.02	Diabetes mellitus without mention of complication, type II or unspecified type, uncontrolled		09/02/2009	WSFP

Allergies

Details	Reaction	Severity	Date Entered	Location
Iodine			10/04/2013	SJH
Iodinated Contrast Media - IV Dye	Hives		10/04/2013	SJH
Azithromycin	HIVES	MI	09/09/2011	CARY
ALTEPLASE	RA	Severe	03/07/2011	EMHS
No Known Allergies			02/18/2011	MMC

Prescription Medications (Non-Medicaid) Dispensed within Last 120 Days

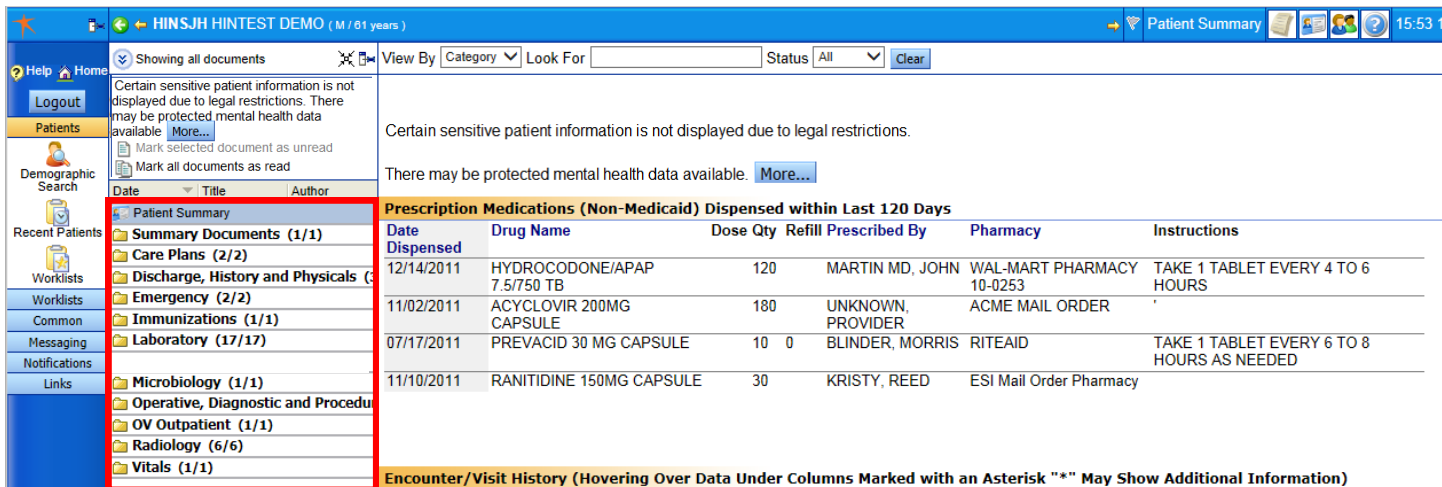
Date Dispensed	Drug Name	Dose	Qty	Refill	Prescribed By	Pharmacy	Instructions
12/14/2011	HYDROCODONE/APAP 7.5/750 TB		120		MARTIN MD, JOHN	WAL-MART PHARMACY 10-0253	TAKE 1 TABLET EVERY 4 TO 6 HOURS
11/02/2011	ACYCLOVIR 200MG CAPSULE		180		UNKNOWN, PROVIDER	ACME MAIL ORDER	
07/17/2011	PREVACID 30 MG CAPSULE		10	0	BLINDER, MORRIS	RITEAID	TAKE 1 TABLET EVERY 6 TO 8 HOURS AS NEEDED
11/10/2011	RANTIDINE 150MG CAPSULE		30		KRISTY, REED	ESI Mail Order Pharmacy	

Encounter/Visit History (Hovering Over Data Under Columns Marked with an Asterisk "*" May Show Additional Information)

Admission	Discharge	Visit Type	Service	Chief Complaint	Clinician	Dx Category*	Dx Code*	Px Code*	Insurance Type*	Location*
10/04/2013		Emergency	EMERGENCY ROOM		MARIAN BENNER					SJH
02/15/2013	02/15/2013	Outpatient			BH PROVIDER					CCC
02/03/2013	02/03/2013	Outpatient	EMERGENCY ROOM		JOHN HENSON	780-799	780.39 (2 diagnoses not shown)	80053		MERCY
12/10/2012		Emergency	Brain Injury		CHARLES MORRIS - MD				Self-Pay	TAMC
08/03/2012		Outpatient	Unknown Hospital Service		UNKNOWN PROVIDER	390-459	428.0 (1 diagnoses not shown)	86.22	Self-Pay	EMMC
09/09/2011	09/10/2011	Inpatient	ODS		BROWN DAVID	240-279	250.9 (0 diagnoses not shown)			CARY
05/10/2011	05/10/2011	Outpatient	Internal Medicine		LEE WILLIAM M	V01-V89	V57.1 (0 diagnoses not shown)			CMMC
04/21/2011		Inpatient	MEDICAL UNIT		WILLIAM WOOD					SJH
02/22/2011		Outpatient	Family Practice		LITTLE DANA					CMMC
02/18/2011		Inpatient	Medicine		UNKNOWN PROVIDER	V01-V89	V57.1 (0 diagnoses not shown)			EMMC
02/16/2011		Outpatient	Medical Service		PHYSICIAN, GENERIC GENERI	800-999	822.1 (0 diagnoses not shown)	27524		MMC
10/13/2010	03/07/2011	Inpatient	Medicine		PROVIDER TEST - MD					SVH
10/15/2009		Other	Medical Service		PHYSICIAN TEST					MMC
		Preadmit	Internal Medicine		CLOUTIER LISE					CMMC

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



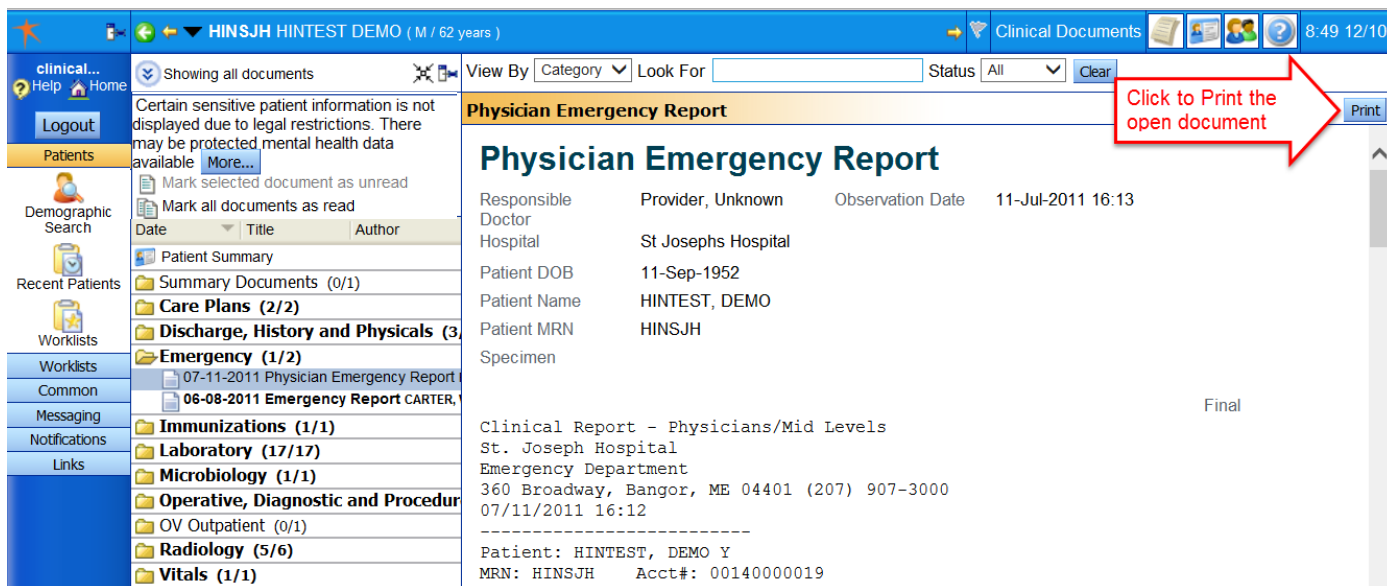
The screenshot shows the 'Patient Summary' screen for 'HINSJH HINTEST DEMO (M / 61 years)'. On the left, the 'Clinical Document Tree' is visible, with a red box highlighting the following folders: Summary Documents (1/1), Care Plans (2/2), Discharge, History and Physicals (3), Emergency (2/2), Immunizations (1/1), Laboratory (17/17), Microbiology (1/1), Operative, Diagnostic and Procedures (1/1), OV Outpatient (1/1), Radiology (6/6), and Vitals (1/1). The main content area displays 'Prescription Medications (Non-Medicaid) Dispensed within Last 120 Days'.

Date Dispensed	Drug Name	Dose Qty	Refill	Prescribed By	Pharmacy	Instructions
12/14/2011	HYDROCODONE/APAP 7.5/750 TB	120		MARTIN MD, JOHN	WAL-MART PHARMACY 10-0253	TAKE 1 TABLET EVERY 4 TO 6 HOURS
11/02/2011	ACYCLOVIR 200MG CAPSULE	180		UNKNOWN, PROVIDER	ACME MAIL ORDER	
07/17/2011	PREVACID 30 MG CAPSULE	10 0		BLINDER, MORRIS	RITEAID	TAKE 1 TABLET EVERY 6 TO 8 HOURS AS NEEDED
11/10/2011	RANITIDINE 150MG CAPSULE	30		KRISTY, REED	ESI Mail Order Pharmacy	

Below the table, there is a section for 'Encounter/Visit History (Hovering Over Data Under Columns Marked with an Asterisk "*" May Show Additional Information)'.

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.



The screenshot shows the 'Clinical Documents' screen for 'HINSJH HINTEST DEMO (M / 62 years)'. The 'Clinical Document Tree' on the left shows the 'Emergency' folder expanded, with the 'Physician Emergency Report' line item selected. A red arrow points to the 'Print' button with the text 'Click to Print the open document'.

Physician Emergency Report

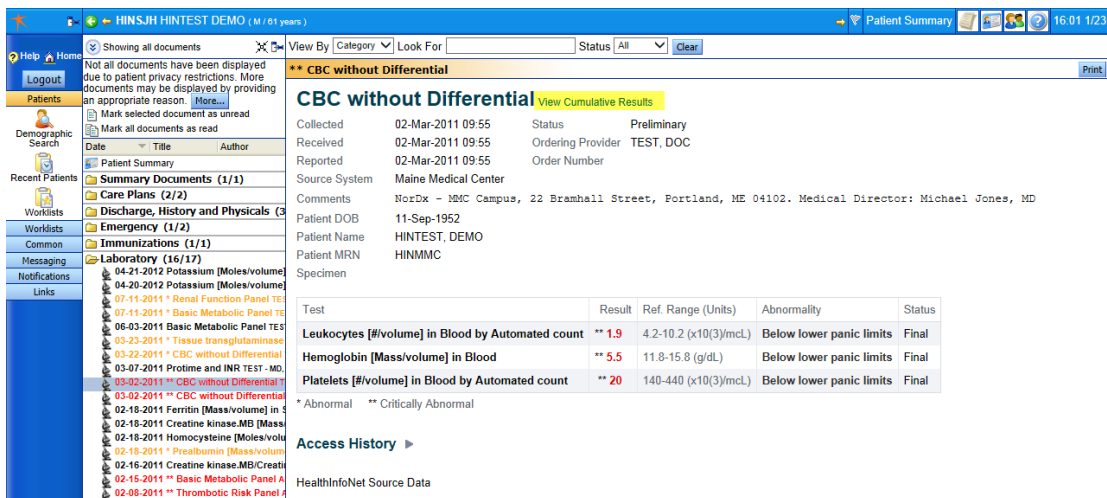
Responsible Doctor: Provider, Unknown
 Hospital: St Josephs Hospital
 Patient DOB: 11-Sep-1952
 Patient Name: HINTEST, DEMO
 Patient MRN: HINSJH
 Specimen: Final

Observation Date: 11-Jul-2011 16:13

Clinical Report - Physicians/Mid Levels
 St. Joseph Hospital
 Emergency Department
 360 Broadway, Bangor, ME 04401 (207) 907-3000
 07/11/2011 16:12

Patient: HINTEST, DEMO Y
 MRN: HINSJH Acct#: 00140000019

In this example, the 'Laboratory' folder and 'CBC without Differential' line item are selected.



HINSJH HINTEST DEMO (M / 61 years)

Showing all documents

View By: Category Look For: Status: All Clear

CBC without Differential View Cumulative Results

Collected: 02-Mar-2011 09:55 Status: Preliminary
 Received: 02-Mar-2011 09:55 Ordering Provider: TEST, DOC
 Reported: 02-Mar-2011 09:55 Order Number:
 Source System: Maine Medical Center
 Comments: HMC Campus, 22 Bramhall Street, Portland, ME 04102. Medical Director: Michael Jones, MD
 Patient DOB: 11-Sep-1952
 Patient Name: HINTEST, DEMO
 Patient MRN: HINMMIC
 Specimen:

Test	Result	Ref. Range (Units)	Abnormality	Status
Leukocytes [#volume] in Blood by Automated count	** 1.9	4.2-10.2 (x10(3)/mCL)	Below lower panic limits	Final
Hemoglobin [Mass/volume] in Blood	** 5.5	11.8-15.8 (g/dL)	Below lower panic limits	Final
Platelets [#volume] in Blood by Automated count	** 20	140-440 (x10(3)/mCL)	Below lower panic limits	Final

* Abnormal ** Critically Abnormal

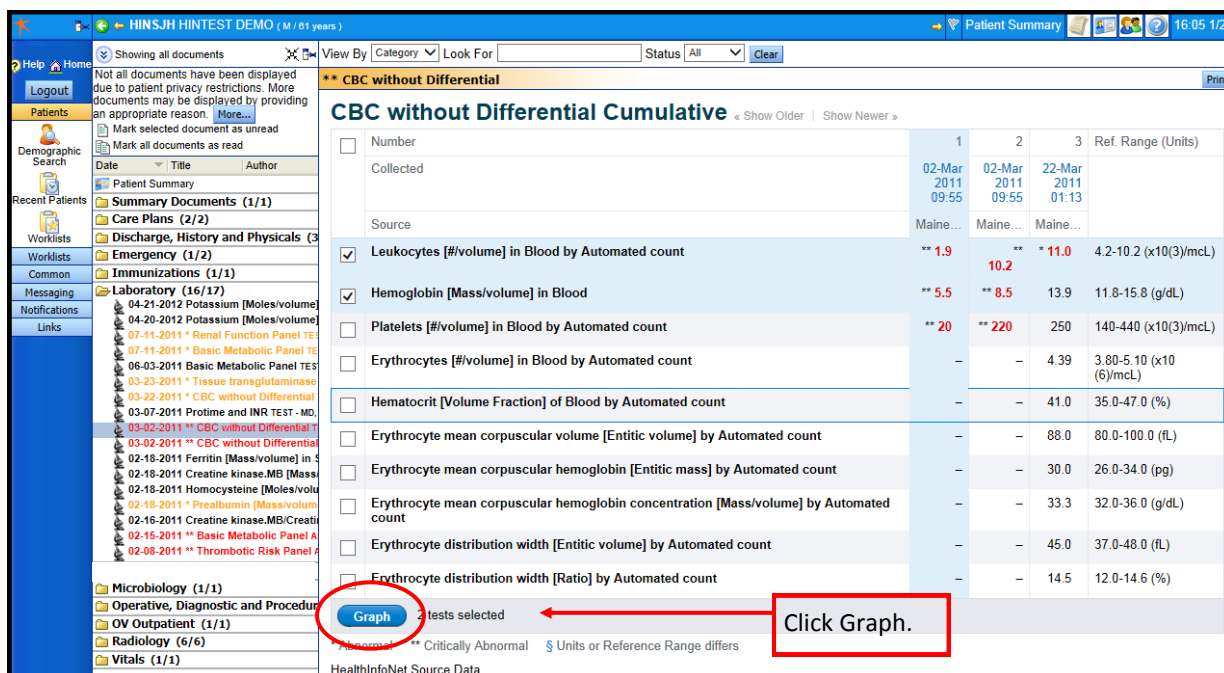
Access History ▶

HealthInfoNet Source Data

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).



HINSJH HINTEST DEMO (M / 61 years)

Showing all documents

View By: Category Look For: Status: All Clear

CBC without Differential Cumulative < Show Older | Show Newer >

☐ Number

Collected: 02-Mar-2011 09:55 02-Mar-2011 09:55 22-Mar-2011 01:13

Source: Maine... Maine... Maine...

	1	2	3	Ref. Range (Units)
<input checked="" type="checkbox"/> Leukocytes [#volume] in Blood by Automated count	** 1.9	** 10.2	* 11.0	4.2-10.2 (x10(3)/mCL)
<input checked="" type="checkbox"/> Hemoglobin [Mass/volume] in Blood	** 5.5	** 8.5	13.9	11.8-15.8 (g/dL)
<input type="checkbox"/> Platelets [#volume] in Blood by Automated count	** 20	** 220	250	140-440 (x10(3)/mCL)
<input type="checkbox"/> Erythrocytes [#volume] in Blood by Automated count	-	-	4.39	3.80-5.10 (x10 (6)/mCL)
<input type="checkbox"/> Hematocrit [Volume Fraction] of Blood by Automated count	-	-	41.0	35.0-47.0 (%)
<input type="checkbox"/> Erythrocyte mean corpuscular volume [Entitic volume] by Automated count	-	-	88.0	80.0-100.0 (fL)
<input type="checkbox"/> Erythrocyte mean corpuscular hemoglobin [Entitic mass] by Automated count	-	-	30.0	26.0-34.0 (pg)
<input type="checkbox"/> Erythrocyte mean corpuscular hemoglobin concentration [Mass/volume] by Automated count	-	-	33.3	32.0-36.0 (g/dL)
<input type="checkbox"/> Erythrocyte distribution width [Entitic volume] by Automated count	-	-	45.0	37.0-48.0 (fL)
<input type="checkbox"/> Erythrocyte distribution width [Ratio] by Automated count	-	-	14.5	12.0-14.6 (%)

☐ Graph 2 tests selected

Click Graph.

CLINICAL DOCUMENT TREE (continued)

**** CBC without Differential**

[CBC without Differential Cumulative](#)

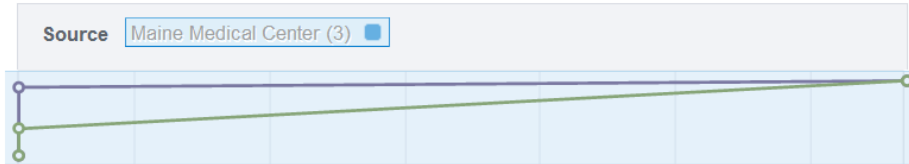
Print

CBC without Differential Graph

Information is available from 02-Mar-

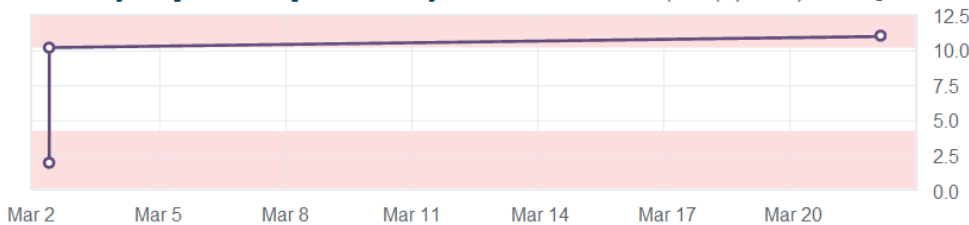
2011 to 22-Mar-2011

Source Maine Medical Center (3)

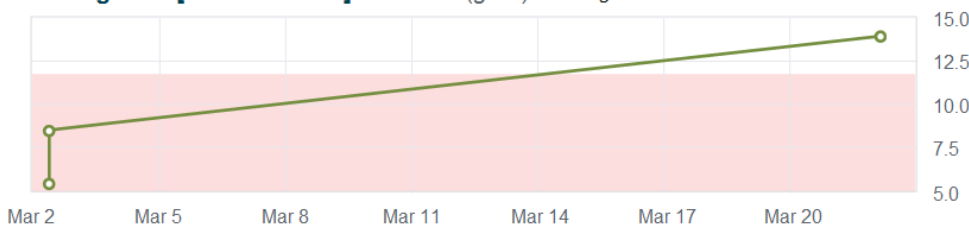


Leukocytes [# /volume] in Blood by Automated count Hemoglobin [Mass/volume] in Blood [All](#) | [Default](#)

Leukocytes [# /volume] in Blood by Automated count (x10(3)/mcL) Showing from 02-Mar-2011 to 22-Mar-2011



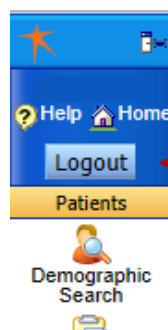
Hemoglobin [Mass/volume] in Blood (g/dL) Showing from 02-Mar-2011 to 22-Mar-2011



Click to Print the graph

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.

NOTIFICATIONS and WORKLISTS

Create a Notifications Relationship with a Patient
Create Worklists

NOTIFICATIONS and WORKLISTS


INDEX

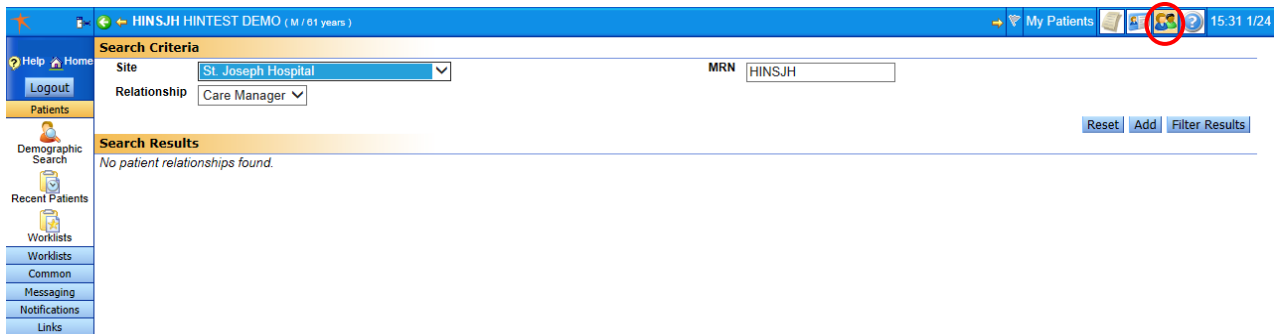
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CREATE NOTIFICATIONS

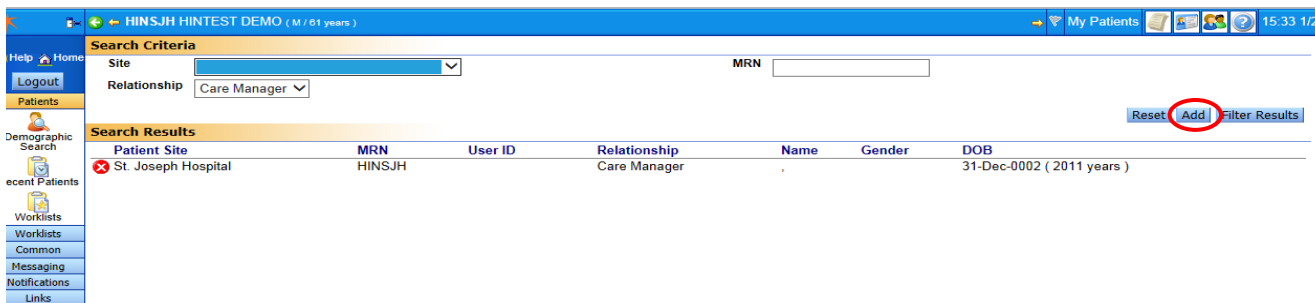
There are Three Options to Create a relationship with a Patient for Notifications:

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:



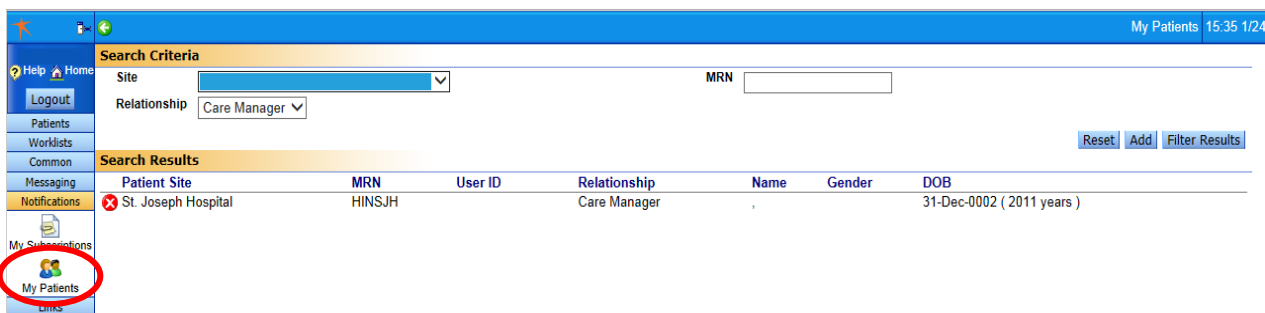
3. In the Search Criteria section, Site, MRN, and Relationship will default to appropriate values.
4. Click Add and the patient name will display in the Search Results section as follows:



Patient Site	MRN	User ID	Relationship	Name	Gender	DOB
St. Joseph Hospital	HINSJH		Care Manager			31-Dec-0002 (2011 years)

Option #2—Via Notifications Menu:

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



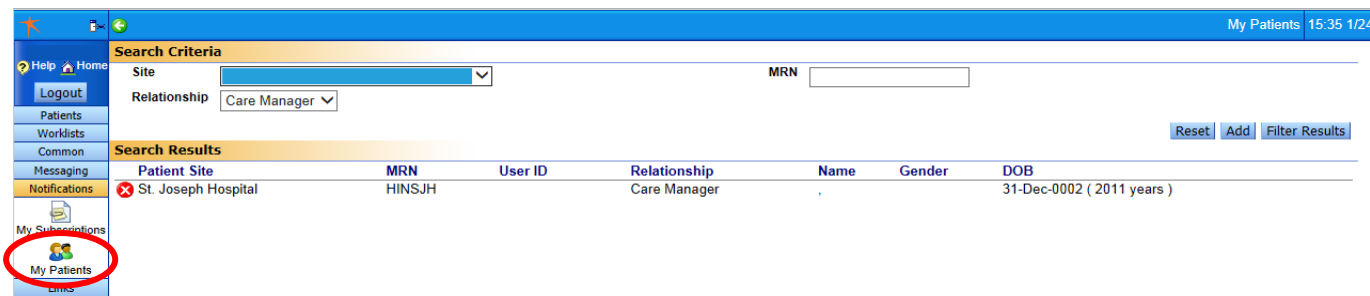
Option #2 (continued)

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:

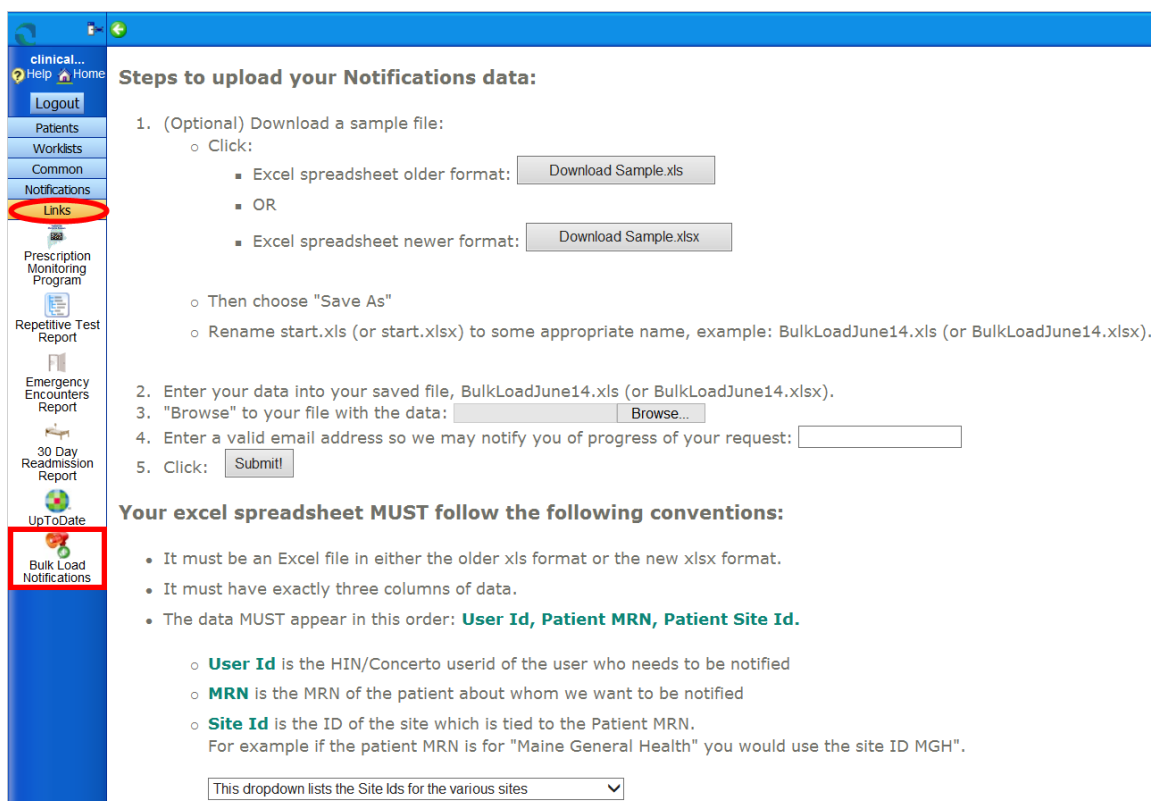


Search Criteria						
Site			MRN			
Relationship	Care Manager					
Reset Add Filter Results						
Search Results						
Patient Site	MRN	User ID	Relationship	Name	Gender	DOB
St. Joseph Hospital	HINSJH	Care Manager		,		31-Dec-0002 (2011 years)

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.



Steps to upload your Notifications data:

- (Optional) Download a sample file:
 - Click:
 - Excel spreadsheet older format: [Download Sample.xls](#)
 - OR
 - Excel spreadsheet newer format: [Download Sample.xlsx](#)
 - Then choose "Save As"
 - Rename start.xls (or start.xlsx) to some appropriate name, example: BulkLoadJune14.xls (or BulkLoadJune14.xlsx).
- Enter your data into your saved file, BulkLoadJune14.xls (or BulkLoadJune14.xlsx).
- "Browse" to your file with the data: [Browse...](#)
- Enter a valid email address so we may notify you of progress of your request:
- Click: [Submit!](#)

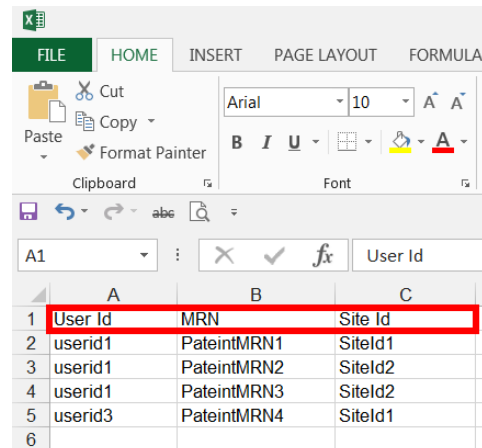
Your excel spreadsheet MUST follow the following conventions:

- It must be an Excel file in either the older xls format or the newxlsx format.
- It must have exactly three columns of data.
- The data MUST appear in this order: **User Id, Patient MRN, Patient Site Id.**
 - User Id** is the HIN/Concerto userid of the user who needs to be notified
 - MRN** is the MRN of the patient about whom we want to be notified
 - Site Id** is the ID of the site which is tied to the Patient MRN.
For example if the patient MRN is for "Maine General Health" you would use the site ID MGH".

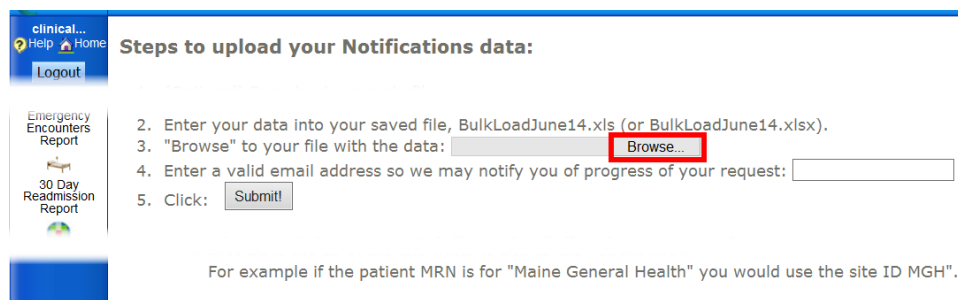
This dropdown lists the Site Ids for the various sites

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.



	A	B	C
1	User Id	MRN	Site Id
2	userid1	PateintMRN1	Siteld1
3	userid1	PateintMRN2	Siteld2
4	userid1	PateintMRN3	Siteld2
5	userid3	PateintMRN4	Siteld1
6			




Steps to upload your Notifications data:

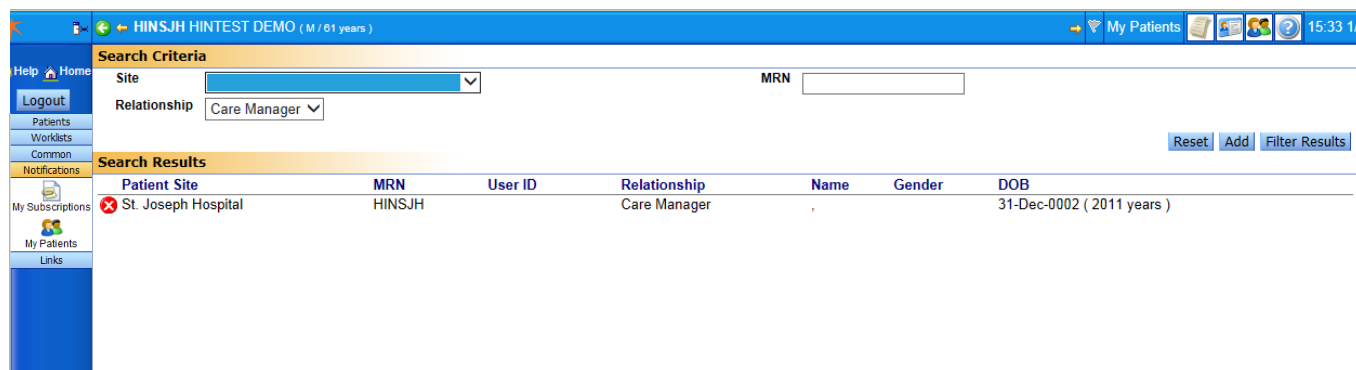
2. Enter your data into your saved file, BulkLoadJune14.xls (or BulkLoadJune14.xlsx).
3. "Browse" to your file with the data: **Browse...**
4. Enter a valid email address so we may notify you of progress of your request:
5. Click:


For example if the patient MRN is for "Maine General Health" you would use the site ID MGH".

4. Enter your email address and click Submit.

Remove Notifications

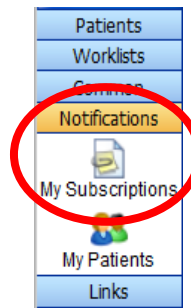
1. Click on Notifications menu, then My Patients.
2. Click the Circular Red "X" icon  next to the patient for whom you would like to stop receiving notifications.



HINSJH HINTEST DEMO (M / 61 years)							
Search Criteria							
Site			MRN				
Relationship	Care Manager						
<input type="button" value="Reset"/> <input type="button" value="Add"/> <input type="button" value="Filter Results"/>							
Search Results							
Patient Site	MRN	User ID	Relationship	Name	Gender	DOB	
 St. Joseph Hospital	HINSJH		Care Manager			31-Dec-0002 (2011 years)	

Manage Notification Types

Click on the Notifications menu and then My Subscriptions.

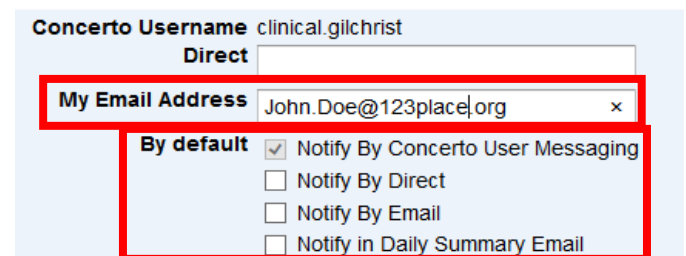


There are three things that need to be done to complete your Notification process:

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.

Subscriptions for patients I have a relationship with

<input checked="" type="checkbox"/> Notification	Delivery Options
<input checked="" type="checkbox"/> Inpatient Admission	Use default Change
<input checked="" type="checkbox"/> Inpatient Discharge	Use default Change
<input checked="" type="checkbox"/> Patient is admitted to ER	Use default Change
<input checked="" type="checkbox"/> Patient is discharged from ER	Use default Change
<input checked="" type="checkbox"/> SNF Unit Discharge	Use default Change
<input checked="" type="checkbox"/> Final Radiology Report is available	Use default Change
<input checked="" type="checkbox"/> Final Laboratory Result is available	Use default Change
<input checked="" type="checkbox"/> Final Microbiology Result available	Use default Change
<input checked="" type="checkbox"/> Interim Microbiology Result available	Use default Change
<input checked="" type="checkbox"/> Patient Deceased	Use default Change
<input checked="" type="checkbox"/> A new document is available	Use default Change

[Save](#) [Cancel](#)

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

<input type="checkbox"/> Notification	Delivery Options
<input checked="" type="checkbox"/> Inpatient Admission	Custom Change
<input checked="" type="checkbox"/> Inpatient Discharge	Custom Change
<input checked="" type="checkbox"/> Patient is admitted to ER	Custom Change
<input checked="" type="checkbox"/> Patient is discharged from ER	Custom Change
<input type="checkbox"/> SNF Unit Discharge	
<input checked="" type="checkbox"/> A new document (imaging report) is available	Custom Change
<input checked="" type="checkbox"/> Final Radiology Report is available	Custom Change
<input checked="" type="checkbox"/> Final Laboratory Result is available	Custom Change
<input checked="" type="checkbox"/> Final Microbiology Result available	Custom Change
<input checked="" type="checkbox"/> Interim Microbiology Result available	Custom Change
<input checked="" type="checkbox"/> A new document is available	Custom Change

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.hinfony.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:

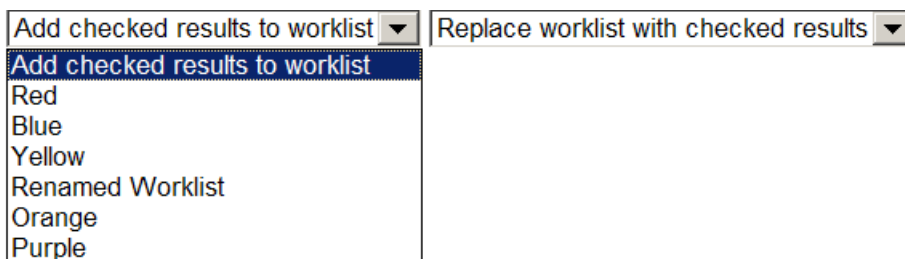
- Red
- Blue
- Yellow
- Green
- Orange
- Purple

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.




The screenshot shows two dropdown menus. The first menu is labeled 'Add checked results to worklist' and is open, showing a list of worklist options: Red, Blue, Yellow, Renamed Worklist, Orange, and Purple. The second menu is labeled 'Replace worklist with checked results' and is closed.

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.



PRESCRIPTION MONITORING PROGRAM

Single Sign-On Access Request

PRESCRIPTION MONITORING PROGRAM

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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.



Request PMP Access 13:20 1/14

HealthInfoNet

Prescription Monitoring Program Access Request

Access request for sbearor

Please note, Single Sign-On between HIN and PMP will go live in late February 2014.

Step 1: [Download](#) the Maine PMP Data Requester Registration Form, enter the required information and mail the form to PMP.
Not required if you already have a PMP ID, skip to step 3.

Step 2: Wait for a response from PMP with your PMP User ID.

Step 3: Enter your PMP User ID here

Step 4:

HealthInfoNet - 125 Presumpscot Street, Box 8 Portland, ME 04103
Technical Support: support@hinfonet.org 207-420-0900

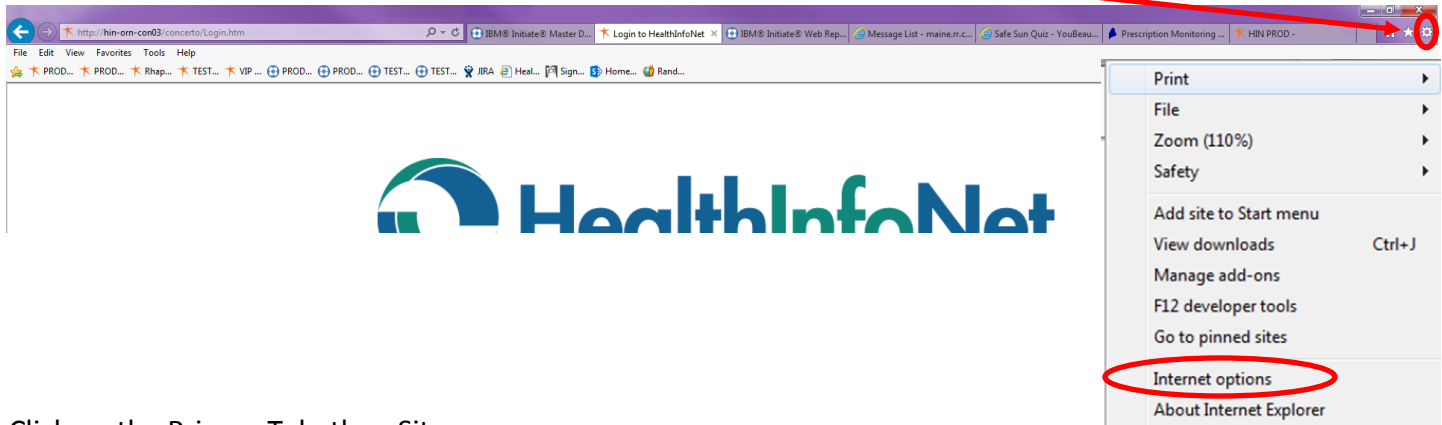
*If you do not have a PMP ID or if you cannot remember your PMP ID or password, please visit the State of Maine's website at this link: <http://www.maine.gov/dhhs/samhs/osa/data/pmp/index.htm>.

**If you do not have a HIN user ID, please contact your organization's HelpDesk to request one.

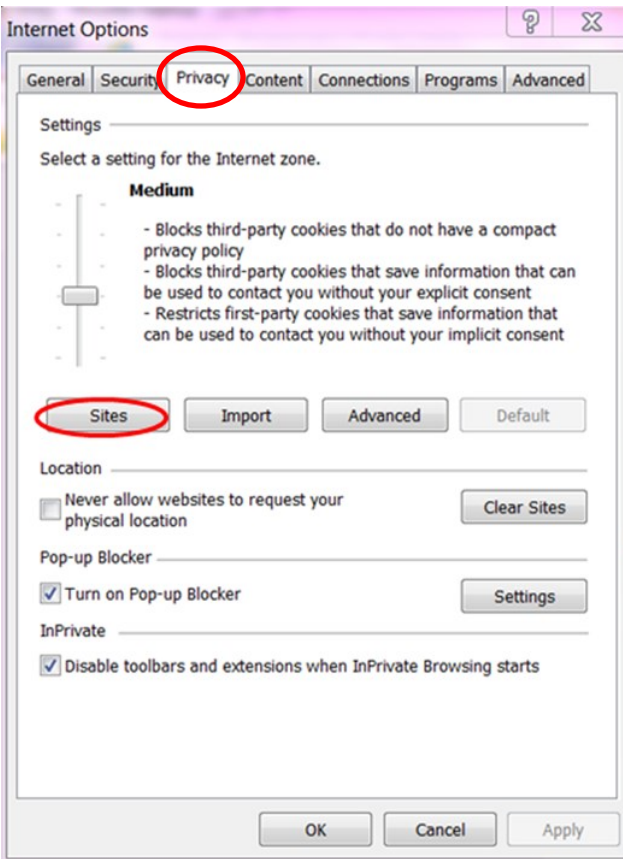
You may receive an error saying you have been logged out, even if you do have a valid PMP ID. This may be an issue with cookie handling in your web browser.

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

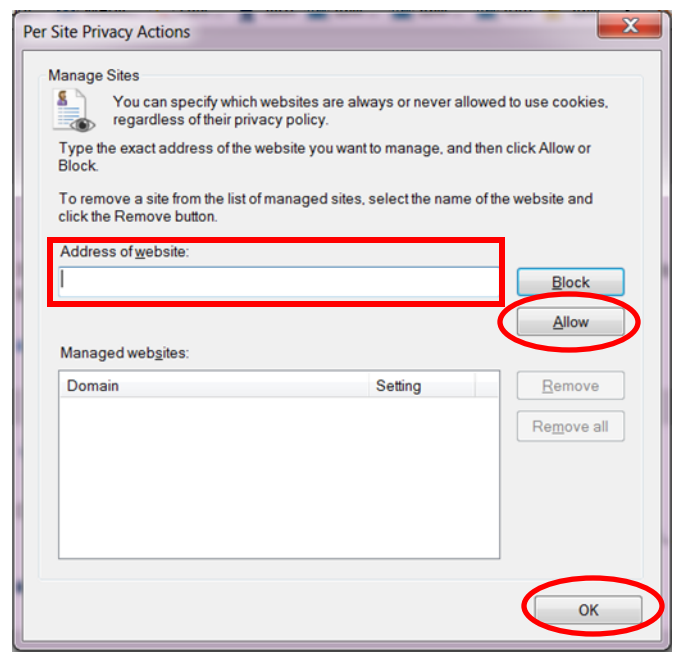
Go to Internet Options: Click on the little cog in the upper right corner of your web browser and choose Internet Options.



Click on the Privacy Tab, then Sites.



Enter the URL from above in the Address of website box, then click Allow and OK.

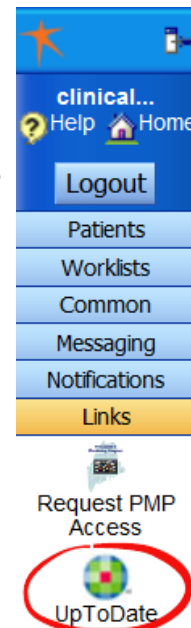
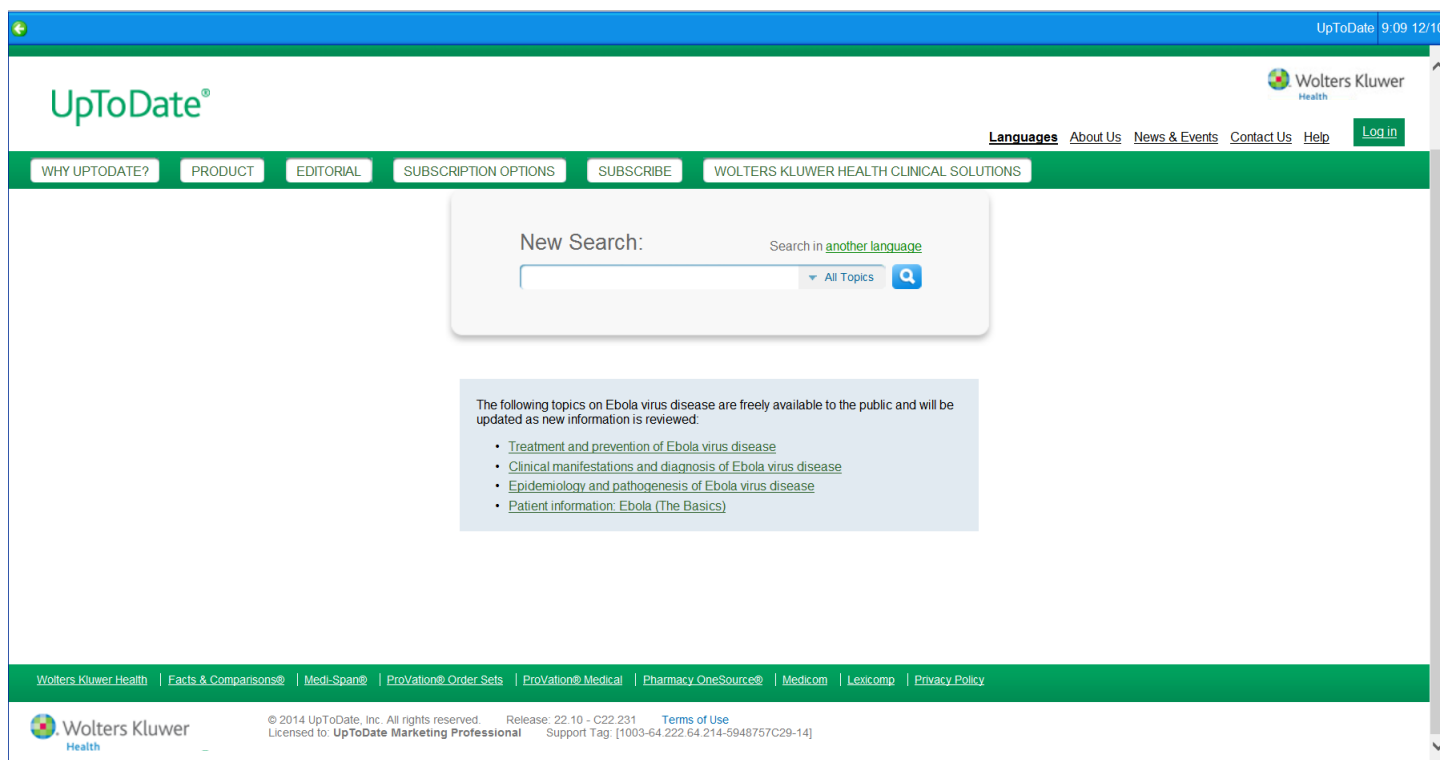


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You can now access UpToDate® through HIN by simply clicking on the Links menu on the left then clicking on the UpToDate® icon.


UpToDate® 9:09 12/10

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The following topics on Ebola virus disease are freely available to the public and will be updated as new information is reviewed:

- [Treatment and prevention of Ebola virus disease](#)
- [Clinical manifestations and diagnosis of Ebola virus disease](#)
- [Epidemiology and pathogenesis of Ebola virus disease](#)
- [Patient information: Ebola \(The Basics\)](#)

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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.



Please enter your user ID and password

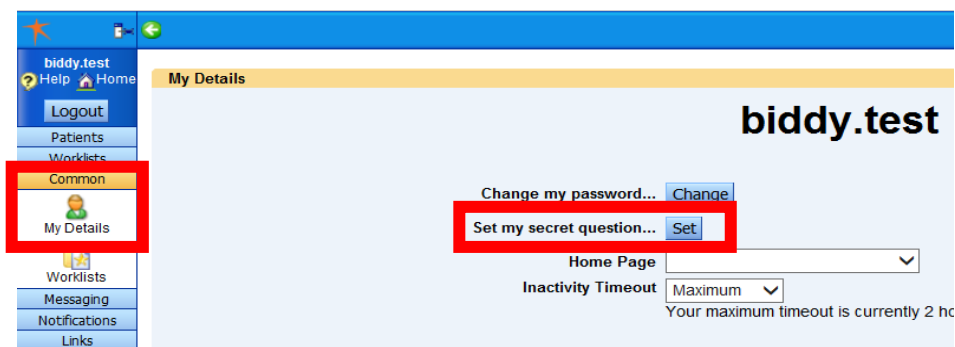
User ID

Password


[Forgot your password?](#)

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.

Secret Question 

Answer

Setting your secret question requires you to type your password.

Password

Resetting Your Password

1. Click on “Forgot your password?”
2. Enter your User ID and click Submit.



Please enter your user ID and password

User ID

Password

[? Forgot your password?](#)

ORION HEALTH **Forgot your password?**

Please enter your user ID to start the password reset process.

User ID

[return to the login screen](#)

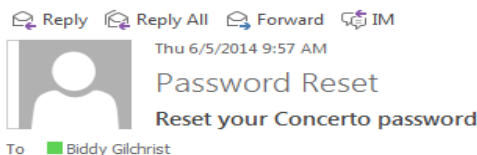
ORION HEALTH **Reset password**

Instructions to reset your password have been sent to the email address associated with your user ID.

PLEASE NOTE: If you do not see the message in your inbox, look for it in your junk/spam folder or try again later. If you are unable to access your email account please [contact your organizations HelpDesk for assistance..](#)

[return to the login screen](#)

3. You will receive an email with a link to reset your password.
4. Click on the link in your email.



Hello Biddy Gilchrist

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.)

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

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

Reset password

Verify your identity

User ID
What is your maternal grandmothers first name?

Reset your password. Passwords must be at least 8 characters long, NOT the same as your user ID, Include a mix of upper and lower case letters, numbers, and special characters.

New password
Confirm new password

[Change Password](#)

[return to the login screen](#)

Password changed

You have successfully changed your password.

[return to the login screen](#)