

Notifications Overview

Leverage real-time information about your patients

As care teams strive to improve care management interventions to coordinate care for chronically ill patients, having real-time information about acute care events and test results is critical. Patients are cared for by multiple providers with their health information scattered in many different electronic systems. HealthInfoNet's notification service brings information together to inform care teams about high risk events like emergency room visits, critical lab results or hospital discharges that you may not know have occurred.

When notified of these events via email in real-time, care managers and others can intervene early to ensure the patient gets the right care and timely follow up. In addition to improving the quality of care your patients receive, notifications support reimbursement requirements for care management services and Accountable Care payment models. Avoid missing a critical patient care event by signing up for **notifications** through HealthInfoNet.

Setting Up Your Subscription

To start the process, go to the **Notification tab** in the Menu section of the clinical portal and click on **Subscription**.

WHO: Who should receive the email notifications? This varies in each organization, but it's generally a role or "team" that needs to know when high-risk events occur. Notification subscriptions are tied to the HIN "user account" and email address on file. HealthInfoNet staff can coach you through the initial process based on your intervention goals.

HOW: There are two ways to receive the notifications in your email. You may choose one or both options.

Real Time – You will be alerted in real time via email when the event occurs (ED registration) or new information is available (lab result). The email will include the patients MRN and associated place of service. You will look up the patient by MRN in the clinical portal to access the patients name as we do not send patient names over email.

Daily Summary - You will receive a daily morning email with a list of all patient subscription events that occurred in the prior day. This is a good choice for those who do not need to intervene in "real-time" but on a daily basis.

WHAT: In the subscription list of options, you will choose what events you want to be notified about. **Please note that this is a global process and you cannot customize events for different patients per user but we can set up multiple subscriptions across a team of users.** We can also create a **group notification email** that receives the alerts and then triages to the appropriate people.

Loading "My Patients"

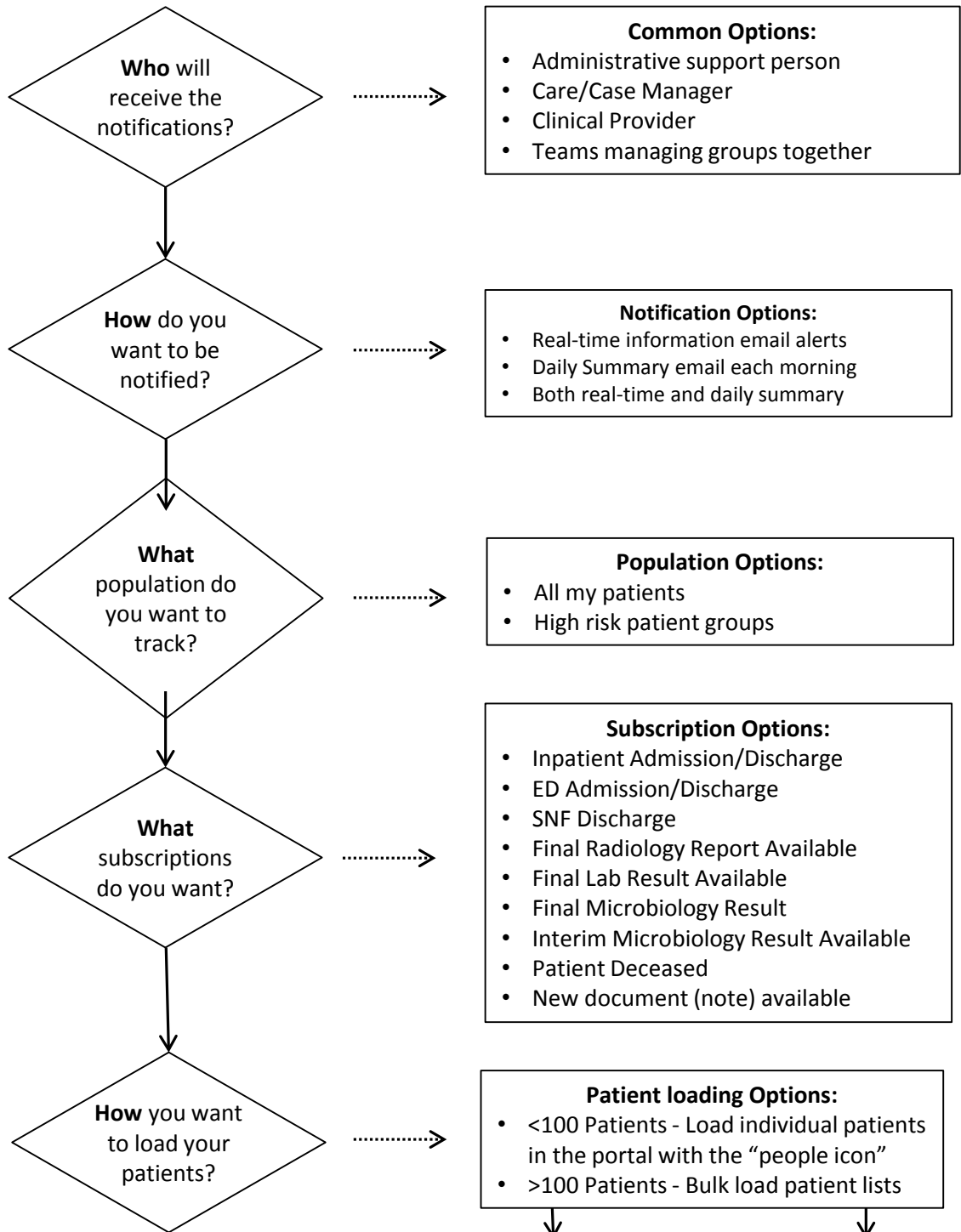
There are two ways to assign patients to your notification subscription. If you assign less than 100 patients, you can do this manually by patient in the Clinical Portal. For more than 100 patients you can do a "bulk load".

Manually for less than 100 patients:

1. Search for your patient by name in the clinical portal and open the record.
2. Click on the **icon with two people** at the right upper corner of the portal. The information needed on that patient will auto populate (note you may not see "your" MRN as we collect all MRNs from facilities).
3. Click on the **add button** on the right hand side of the portal to add that patient to your subscription list.
4. To remove a patient from your subscription list, simply click the **red circle with an "X" in the list**.

"Bulk Load" for larger panels: Bulk Load is self-service that can be found in the **Links tab** in the Menu. This function can only be done if your organization is sharing patient registration information with HealthInfoNet. If your organization is viewing but not sharing information with HIN, you will need to send us your patient list in an excel spreadsheet available by contacting CustomerCare@hinfonet.org.

Notifications Process



Bulk Load

- Upload Excel Files with NAME and MRN via the **links section**

Bulk Load for "View Only"

- Use custom Excel file from HIN via CustomerCare@hinfonet.org