

FAQ Files

Q:

Why do I get the same error every time I open a patient that says I'm not setup to access information? Is there something wrong with my account?

A:

If you see this message under the Risk Scores Summary banner:



it means that your organization has not subscribed to our Analytics service. You will have access to all other health data contained in the exchange. Your account is working normally and you should have no problems accessing other clinical documents.

The Risk Score Summary Data is an additional service that requires a subscription from your healthcare organization. This section of the Patient Summary screen will display predictions of future emergency room visits, inpatient admissions and treatment costs. When *not* subscribed, you will see the above message letting you know the information is not available to you.

Paired with our HealthInfoNet Analytics portal, we provide a powerful tool that uses patient data to create predictive population models that help you provide better healthcare to your community.

If you have questions or would like a demonstration on what HealthInfoNet Analytics can do for your practice, please contact HealthInfoNet at the following:

- Email: info@hinfonet.org
- Phone: 207-541-9250