

Stay HIN the Know

Clinical Portal System Overview & Demonstration

HealthInfoNet Clinical Education Team

Education Webinar Series
January 8, 2020

Webinar Presenter

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Educational opportunities:

- In-person and online trainings for all services
- HealthInfoNet's online training site also provides courses and CNE to better understand and effectively use the HIE

Visit hinfonetacademy.org for more information



Webinar Objectives

- Demonstrate an understanding of Maine's statewide health information exchange (HIE)
- Understand how to access HealthInfoNet's HIE Clinical Portal
- Develop knowledge and skills to navigate the Clinical Portal (e.g., viewing data to enhance collaboration and continuity of patient care)



Overview of the Clinical Portal

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What is HealthInfoNet?

- HealthInfoNet operates Maine's statewide HIE
 - HIEs are systems designed to facilitate access to and retrieval of individuals' clinical information to create better, easier, and safer care management and coordination
- HealthInfoNet is an independent nonprofit organization governed by a voluntary, community-based board of directors and advisory committees
 - Our members represent medical providers, public health organizations, patients, government agencies, and businesses throughout the state
- HealthInfoNet provides a number of services to our participating provider organizations, including access to our clinical portal, real-time event notifications, public health reporting, predictive analytics and measures, and more



How Does the HIE Work?

- The system combines information from separate healthcare sites to create comprehensive electronic health records for patients
- Patients' health information is automatically sent from their providers' EHRs via secure connection to the HIE system at the point of care
- The system then standardizes and aggregates each patient's health information
- Once fully processed, patients' health information is provided back to HIE participating providers via a variety of reporting mechanisms



Who Participates in the HIE?

- The HIE is connected to more than 790 provider locations across the state of Maine
- The type of providers connected include acute care hospitals, critical access hospitals, ambulatory facilities, behavioral health facilities, federally qualified health centers, post acute care facilities, VA sites, laboratories, health systems, emergency medical services, pharmacies, payers, and others



What Information is Included in the HIE?

As we connect to sites across the state, our data warehouse is expanding to incorporate new data sources and use cases – from clinical and claims data to social determinants of health and more



Demographics



Encounters



Vital Signs



Laboratory &
Microbiology Results



Radiology Reports



Adverse Reactions &
Allergies



Medication History
(Prescribed & Filled)



Diagnosis, Conditions,
& Problems



Immunization
Information



Documents & Social
Determinants

What Clinical Roles Use the HIE?

- Registered Nurses
- Medical Assistants
- Pharmacists
- Hospitalists
- Care Managers
- Emergency Department Staff
- Providers
- VA Staff
- Behavioral Health Clinicians
- Quality Analysts
- LTC/SNF Staff



How Can the HIE Be Used in Common Interventions?

- Emergency room/walk-in clinic information
- Targeted care management and population health services
- Chronic condition management
- Medicine reconciliation
- Identifying gaps/overuse of medical care



What Are HIE Notifications?

- Real-time alerting of time-sensitive events like emergency room visits, critical lab results, and hospital discharges make it possible for care managers and other providers following a patient to intervene early and establish the right care plan
- Email-based notifications can be configured directly within the Clinical Portal, ensuring that critical patient care events trigger immediate follow-on action
- Notifications are especially important for provider organizations participating in Accountable Care Organizations (ACOs) or other risk-based payment arrangements, as billing for repeat tests and hospital readmissions can be denied



Demonstration of the Clinical Portal

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Questions & Answers

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