

User Guide

Notifications Services

We're Here to Help

HealthInfoNet's Customer Support team is trained, experienced, and ready to work with you. If you have a question, we'll help find the answer. Reach out to us using the coordinates below and we'll be in touch shortly with more information.

Contact Us Directly

- **Hours:** Monday through Friday – 8am to 4:30pm ET
- **Phone:** 207-541-9250
- **E-mail:** customercare@hinfonet.org

Support at Your Facility

HealthInfoNet has trained a member of each participating organization to assist with support issues so that our users have a local resource. This is typically a member of your Help Desk or IT team. If this is an urgent request, you may decide to contact your local resource first.





User Guide for the Clinical Portal
(Version 8.9.15.2)

Notification Services

Notification Services

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.

To configure the portal's Notification Services, users must complete the following steps:

1. **Set up their "My Patients" settings** – Establish a list of patients to receive notifications on
2. **Set up their "My Subscriptions" settings** – Establish the types of events to receive notifications on for their defined list of patients

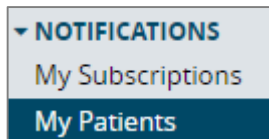
Once initial set up is complete for both the "My Patients" and the "My Subscriptions" settings, users can manage their configurations ongoing to ensure that their most up-to-date patient panel is being tracked and monitored appropriately through notification alerting.



My Patients Configuration

Within the "Notifications" main navigation function, located on the left-hand side of the screen, there is the option for users to configure their "My Patients" settings ([Figure 1](#)).

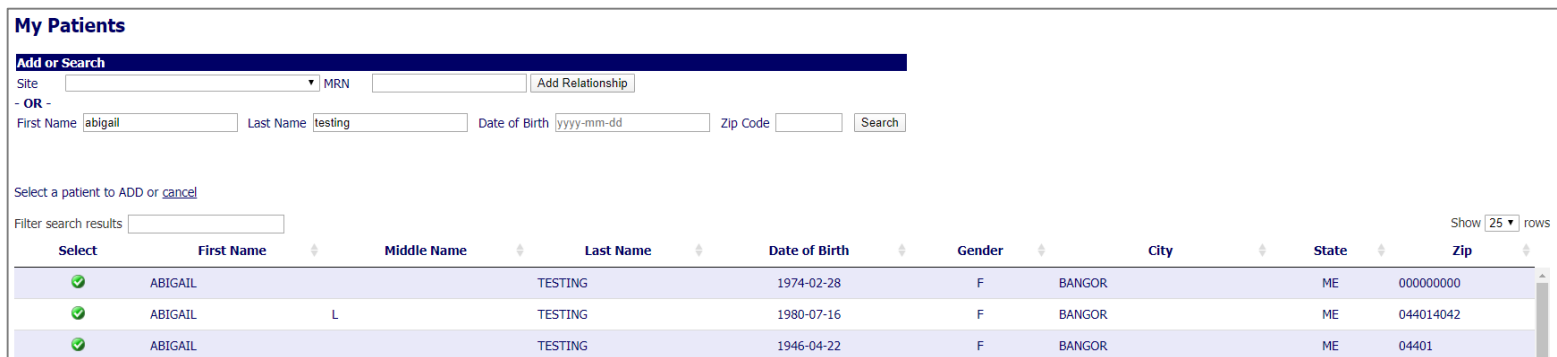
Figure 1. My Patients Option



Upon selecting the option, users will be brought to a module where they can search for patients in a similar way as they are able to do so in the "Demographic Search" function.

When results from the user's search return, there may be more than one patient that meets the provided search criteria ([Figure 2](#)).

Figure 2. My Patients Search Function



My Patients

Add or Search

Site MRN Add Relationship

- OR -

First Name Last Name Date of Birth Zip Code Search

Select a patient to ADD or [cancel](#)

Filter search results

Show rows

Select	First Name	Middle Name	Last Name	Date of Birth	Gender	City	State	Zip
<input checked="" type="checkbox"/>	ABIGAIL		TESTING	1974-02-28	F	BANGOR	ME	00000000
<input checked="" type="checkbox"/>	ABIGAIL	L	TESTING	1980-07-16	F	BANGOR	ME	044014042
<input checked="" type="checkbox"/>	ABIGAIL		TESTING	1946-04-22	F	BANGOR	ME	04401

My Patients Configuration (cont.)

For users to confirm the patient that they would like to add to their "My Patients" list, they can select the green-highlighted checkmark to the left of the patient's name in the table (Figure 3).

Figure 3. Adding Patients to the "My Patients" Table

Select	First Name
<input checked="" type="checkbox"/>	ABIGAIL

Upon adding the selected patient to their "My Patients" list, the module will refresh and the selected patient will appear in the user's "My Patients" table (Figure 4).

Figure 4. Viewing Patients in the "My Patients" Table

My Patients

Add or Search

Site MRN

- OR -

First Name Last Name Date of Birth Zip Code

Search patient panel

Show rows

Delete	Patient Site	MRN	Patient Name	Gender	Date of Birth	Start Date	End Date
<input checked="" type="checkbox"/>	EMHS	2230329	TESTING, ABIGAIL	F	1974-02-28	2020-01-23	<input type="button" value="Edit"/>

My Patients Configuration (cont.)

Similarly, users can add a patient to their "My Patients" list from within the selected patient's record. If users select the "My Patients" tab located at the top of the patient's "Patient Summary" view, they will be redirected to the "My Patients" module where the patient's information will be pre-populated in the search. Users can then select the "Add Relationship" button to add the patient to their list ([Figure 5](#)).

Figure 5. Adding Patients to the "My Patients" Table

The screenshot shows the 'My Patients' module interface. At the top, there is a navigation bar with tabs: 'Patient Summary', 'VA Record Search', 'My Patients' (selected), and 'Community Services'. Below the navigation bar, the title 'My Patients' is displayed. Underneath, there is a section titled 'Add or Search'. This section contains a 'Site' dropdown menu set to 'HealthInfonet', an 'MRN' input field containing '12345678demo', and an 'Add Relationship' button.

Upon adding the selected patient to their "My Patients" list, the module will refresh and the selected patient will appear in the user's "My Patients" table ([Figure 6](#)).

Figure 6. Viewing Patients in the "My Patients" Table

The screenshot shows the 'My Patients' table interface. At the top, there is a section titled 'My Patients' with an 'Add or Search' bar. Below this, there are search filters for 'Site' (set to 'HealthInfonet'), 'MRN' (set to '12345678demo'), and an 'Add Relationship' button. Below the search filters, there is a section titled 'Relationship added' with buttons for 'Delete Expired Relationships', 'Delete All Relationships', 'End Date for All', 'Edit All End Dates', and 'Clear All End Dates'. Below this, there is a 'Search patient panel' input field. The table itself has columns: 'Delete', 'Patient Site', 'MRN', 'Patient Name', 'Gender', 'Date of Birth', 'Start Date', and 'End Date'. The table contains two rows of patient data.

Delete	Patient Site	MRN	Patient Name	Gender	Date of Birth	Start Date	End Date
	SJH	SJHFAKE0011	Notifier, Albert	M	1967-10-10	2020-02-27	
	EMHS	2230329	TESTING, ABIGAIL	F	1974-02-28	2020-01-23	

My Patients Functionality

Within the "My Patients" module, users can perform a number of functions as it relates to managing their established patient panel ([Figure 7](#)), including :

1. **"Search Patient Panel"** – Search for a particular patient(s) of interest in the "My Patients" table
2. **"Edit End Date"** – Indicate when notification services should terminate for a selected patient
3. **"Edit All End Dates"** – Indicate when notification services should terminate for all patients
4. **"Clear All End Dates"** – Indicate that notification services should continue indefinitely for all patients
5. **"Delete Relationship"** – Remove a selected patient from the "My Patients" table
6. **"Delete All Relationships"** – Remove all patients from the "My Patients" table
7. **"Delete Expired Relationships"** – Remove all patients with an end date that has passed from the "My Patients" table

Figure 7. "My Patients" Table Functionality

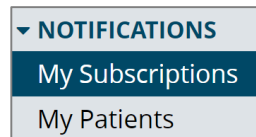
The image shows a series of UI elements for the 'My Patients' module. At the top is a search bar labeled 'Search patient panel' with a text input field. Below this is a button labeled 'End Date' with a dropdown arrow, and a button with a pencil icon. Further down are two buttons: 'End Date for All' and 'Edit All End Dates'. Below these are three more buttons: 'Clear All End Dates', 'Delete' (with a red 'x' icon), and 'Delete All Relationships'. At the bottom is a button labeled 'Delete Expired Relationships'.

My Subscriptions Configuration

Once users have configured their "My Patients" list by including all patients that they have an interest in tracking and monitoring over time via event-based notifications, users can then configure the actual alert subscriptions that they would like to receive.

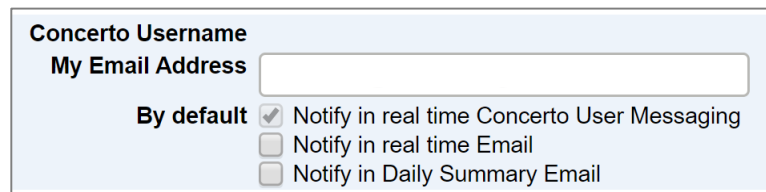
Within the "Notifications" main navigation function, located on the left-hand side of the screen, there is the option for users to configure their "My Subscriptions" settings ([Figure 8](#)).

Figure 8. My Subscriptions Option



Upon selecting the option, users will be brought to a module where they can configure their notification subscription preferences. To start, users should confirm their email address and default email preferences – that is, to either have the system notify them of events in **real-time** or in a **daily summary** capturing all applicable alerts for the past 24 hours ([Figure 9](#)).

Figure 9. Initial Subscription Preferences

A screenshot of a form titled 'Concerto Username'. Below the title is a label 'My Email Address' followed by a text input field. Below the input field is the text 'By default' followed by three radio button options: 'Notify in real time Concerto User Messaging' (which is selected), 'Notify in real time Email', and 'Notify in Daily Summary Email'.

My Subscriptions Configuration (cont.)

For the next step in configuring their notification subscription preferences, users must select the actual events that they would like to receive emails about for patients included in their "My Patients" list. To do so, they can select all wanted notifications from the options presented ([Figure 10](#)).

Figure 10. Notification Subscription Options

<input type="checkbox"/>	Notification
<input type="checkbox"/>	Inpatient Admission
<input type="checkbox"/>	Inpatient Discharge
<input type="checkbox"/>	Patient is admitted to ER
<input type="checkbox"/>	Patient is discharged from ER
<input type="checkbox"/>	SNF Unit Discharge
<input type="checkbox"/>	A new document (imaging report) is available
<input type="checkbox"/>	Final Radiology Report is available
<input type="checkbox"/>	Final Laboratory Result is available
<input type="checkbox"/>	Final Microbiology Result available
<input type="checkbox"/>	Interim Microbiology Result available
<input type="checkbox"/>	New COVID-19 Laboratory Result Available
<input type="checkbox"/>	Patient Deceased
<input type="checkbox"/>	A new document is available

My Subscriptions Configuration (cont.)

Upon selecting individual notifications to receive, the "Delivery Options" field will populate per subscription with the option to change the alert's default delivery settings that were selected earlier (i.e., real-time versus daily summary emails) ([Figure 11](#)).

For example, if users wish to receive all selected notifications in real-time with the exception of "Inpatient Discharge" events, they can change the delivery options for the event notification to daily summary emails instead.

Figure 11. Notification Subscription Delivery Options

Notification	Delivery Options
<input checked="" type="checkbox"/> Inpatient Admission	<input checked="" type="checkbox"/> Notify in real time Concerto User Messaging <input type="checkbox"/> Notify in real time Email <input checked="" type="checkbox"/> Notify in Daily Summary Email <input type="button" value="OK"/> <input type="button" value="Use Defaults"/>

Once users have selected all wanted notifications, and configured their delivery options accordingly, they must click on the "Save" button located at the bottom of the form in order to confirm and implement their changes.

Example Notification Email – Real-Time Alert

Figure 12. Real-Time Notification Email Example

Dear HealthInfoNet User,

One of the patients that you are tracking in the Clinical Portal has had a new clinical event.

The patient with a medical record number (MRN) of 54321 was admitted to the Emergency Room at FAC3 (Site) on March 5, 2020.

To view more information on this event, log in to the Clinical Portal and follow the instructions below:

1. Visit the “My Patients” menu navigation function located on the left-hand side of the screen
2. Select the “Show Notifications” button located in the upper-right hand corner of the “My Patients” table where your patient panel is displayed
3. Identify the corresponding patient’s record in the “Events in Summary” table

Note: The “Show Notifications” view can also be used to review your patient panel’s entire list of clinical events (historical and current) captured through notifications.

For Clinical Portal Users Using a Distribution Email to Receive Notifications:

1. Visit the “Demographic Search” menu navigation function located on the left-hand side of the screen
2. Enter the above “Site” and “MRN” values into the search function and select the patient from the results table
3. View the selected patient’s medical record to learn more about their recent event(s)

For more information on the Clinical Portal’s Notification Services, including how to update your settings or unsubscribe to its services, refer to the Clinical Portal User Guide, which can be found online by visiting www.hinfonet.org

You can access the HealthInfoNet Clinical Portal by visiting:

- For VPN users: <https://maine.prod.hinfonet.org/concerto>
- For VIP users: <https://vip.hinfonet.org/concerto>



Example Notification Email – Daily Summary Alert

Figure 13. Daily Summary Notification Email Example

Dear HealthInfoNet User,

Patients that you are tracking in the Clinical Portal have had clinical events within the past 24 hours.

The following list identifies each provider site (Site) where an event occurred and the corresponding patient medical record number (MRN) for the event:

- FAC – 123456
- FAC2 – 54321
- FAC3 – 9999999

To view more information on the event(s), log in to the Clinical Portal and follow the instructions below:

1. Visit the “My Patients” menu navigation function located on the left-hand side of the screen
2. Select the “Show Notifications” button located in the upper-right hand corner of the “My Patients” table where your patient panel is displayed
3. Select the most recent “HealthInfoNet Daily Summary” hyperlink in the “Email Subject” column to view the “Events in Summary” table

Note: The “Show Notifications” view can also be used to review your patient panel’s entire list of clinical events (historical and current) captured through notifications.

For Clinical Portal Users Using a Distribution Email to Receive Notifications:

1. Visit the “Demographic Search” menu navigation function located on the left-hand side of the screen
2. Enter each of the above “Site” and “MRN” values per patient into the search function and select the patient from the results table
3. View the selected patient’s medical record to learn more about their recent event(s)

For more information on the Clinical Portal’s Notification Services, including how to update your settings or unsubscribe to its services, refer to the Clinical Portal User Guide, which can be found online by visiting www.hinfonet.org

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My Patients' Notifications View

In addition to receiving email-based alerts for their notification subscriptions, users can use the "My Patients" module directly within the portal to view all alerts for their patient panel within the last 6 months. To do so, users can select the "Show Notifications" button located in the upper-right corner of the "My Patients" table ([Figure 14](#)).

Figure 14. Show Notification Function



For each patient in their "My Patients" table, users can view notifications for the past 6 months ([Figure 15](#)).

Figure 15. All Notifications View

Notification Sent	Sent To	Patient Name	MRN	Point of Care	Email Subject	Report Name
2019-11-21 12:31:09		TESTLAB, PATHNET	444005	Bridgton Hospital	HealthInfoNet Daily Summary	Procalcit
2019-11-20 17:27:58		TESTLAB, PATHNET	444005	Bridgton Hospital	Final Laboratory Result is available	Procalcit
2019-11-15 05:30:45		TESTLAB, PATHNET	444005	Bridgton Hospital	HealthInfoNet Daily Summary	Procalcit

Selecting the "HealthInfoNet Daily Summary" hyperlink in the "Email Subject" field will produce a new "Events in Summary" table displaying all of the events for the selected patient within the last 24 hours from the summary's delivery ([Figure 16](#)).

Figure 16. Events in Summary Notifications View

Events in Summary					
Search <input type="text"/>		Show 25 rows			
Event Date	Patient Name	MRN	Point of Care	Event Type	Report Name
2019-11-21 15:07:43	TESTLAB, PATHNET	444005	Bridgton Hospital	Final Laboratory Result is available	Procalcit



Clinical Education & Training Opportunities

- In-person and online trainings available for all services; contact clienteducation@hinfonet.org for more information
- Public resources available at <https://hinfonet.org/resources/clinical-education/>
- HealthInfoNet's online training site also provides courses and CNE credits to better understand and effectively use the HIE; visit <http://hinfonetacademy.org/> for more information





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