NC HealthConnex
Powering Health Care Outcomes

Teletown Hall

March 30, 2022

NC HealthConnex | Closing Care Gaps

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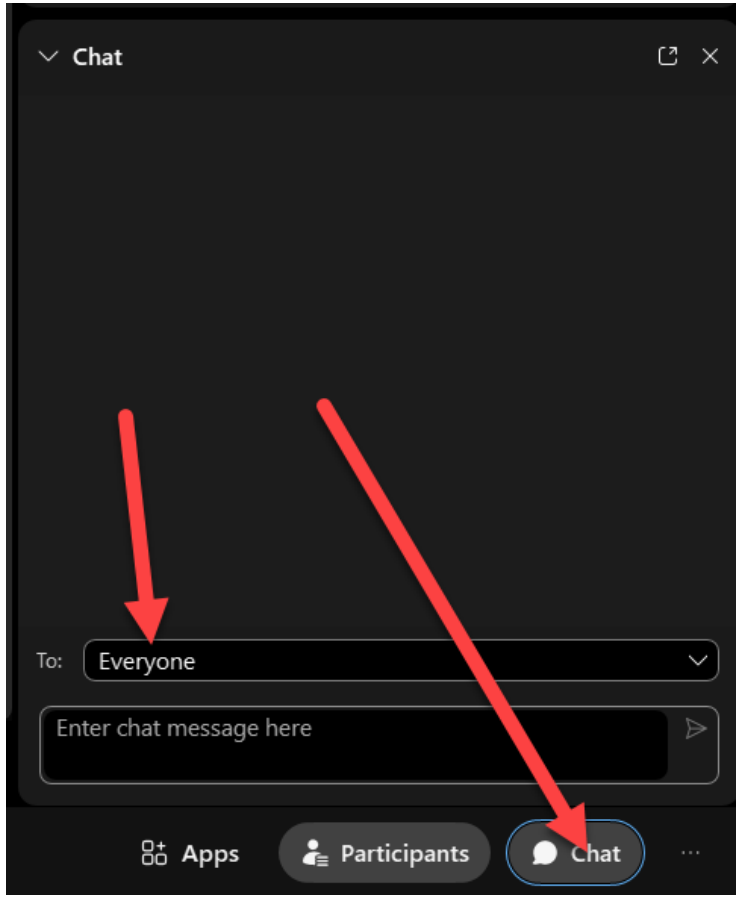
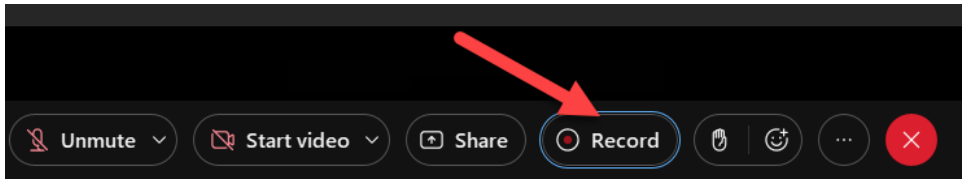
NORTH CAROLINA DEPARTMENT OF INFORMATION TECHNOLOGY

Before We Begin…

Housekeeping Items with WebEx





Please note that this presentation will be recorded.

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North Carolina Health Information Exchange Authority

Overview of Topics

- Introductions
- Controlled Substance Reporting System
- NC*Notify
- Single sign-on
- Bidirectional connections
- Clinical portal user management
- Questions

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Introductions

North Carolina Health Information Exchange Authority (NC HIEA)

- Garrett Smith – Business Relations Manager
- Jonas Dusenberry - Applications System Specialist
- Tim Taylor – Application Systems Specialist – NC*Notify
- Michelle Hunt – Data Quality and Integrity Lead

SAS Help Desk

- Holli Elliott – Technical Support Analyst

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What's New with NC HealthConnex

- The NC HIEA closed out 2021 with 600 data connections added in the previous 12 months, bringing the total number of connections to more than 7,300 facilities and 140 hospitals.

- Florida and Vidant Health have been added as additional queries over the eHealth Exchange.

- The NC HIEA Advisory Board recently submitted a report to the NC General Assembly with connectivity status statewide and recommendations for consideration during the legislative Short Session which convenes in mid-April. See the final report. See also Who's Connected?

- Check out the latest NC HIEA monthly update. Each month we're featuring a participating health care practice to showcase how providers are using this valuable utility in their workflow.

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NORTH CAROLINA HEALTH INFORMATION EXCHANGE AUTHORITY

Controlled Substance Reporting System (CSRS)

Jonas Dusenberry

Applications System Specialist

NC Health Information Exchange Authority

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NC HealthConnex Enables Queries to the Controlled Substance Reporting System

Are you a provider who prescribes controlled substances?

- NC HealthConnex **helps providers meet the STOP act requirement**
- **Single sign-on** to the NC HealthConnex clinical portal will query the Appriss/CSRS database
- Creates an additional pathway for providers to access the state's prescription drug monitoring program
- 2 ways to access CSRS data

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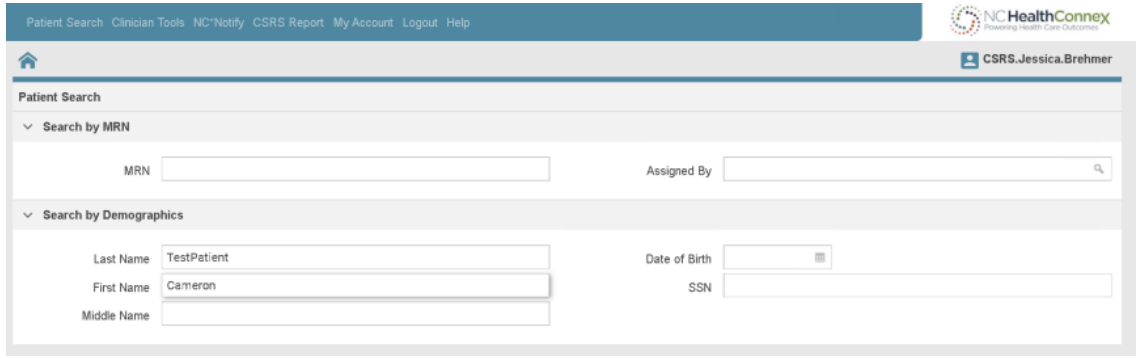
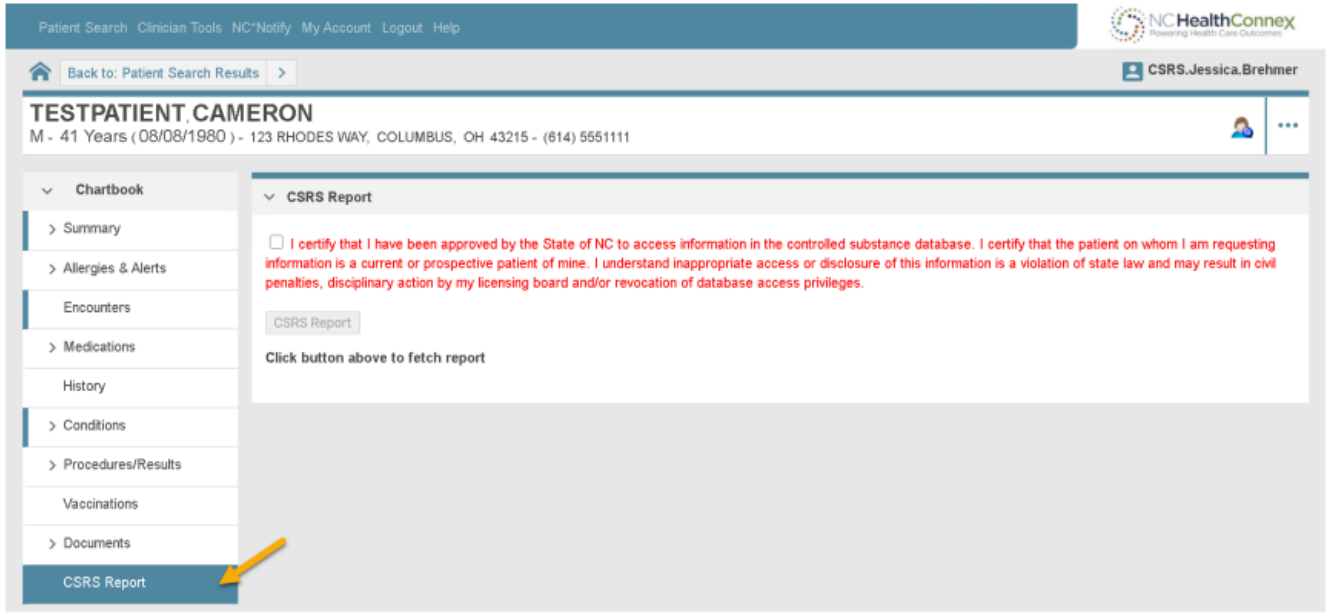
CSRS Within A Patient Record





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CSRS Within A Patient Record

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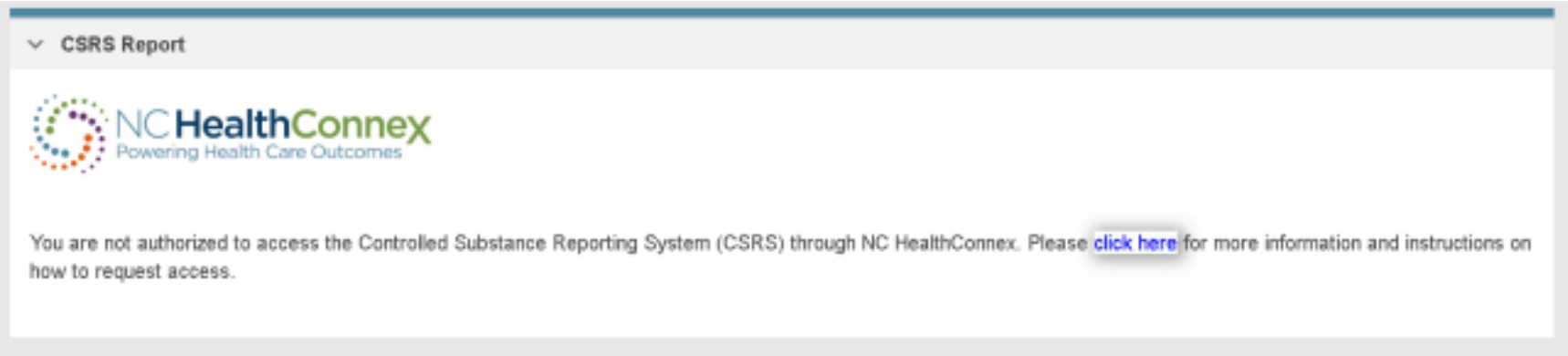

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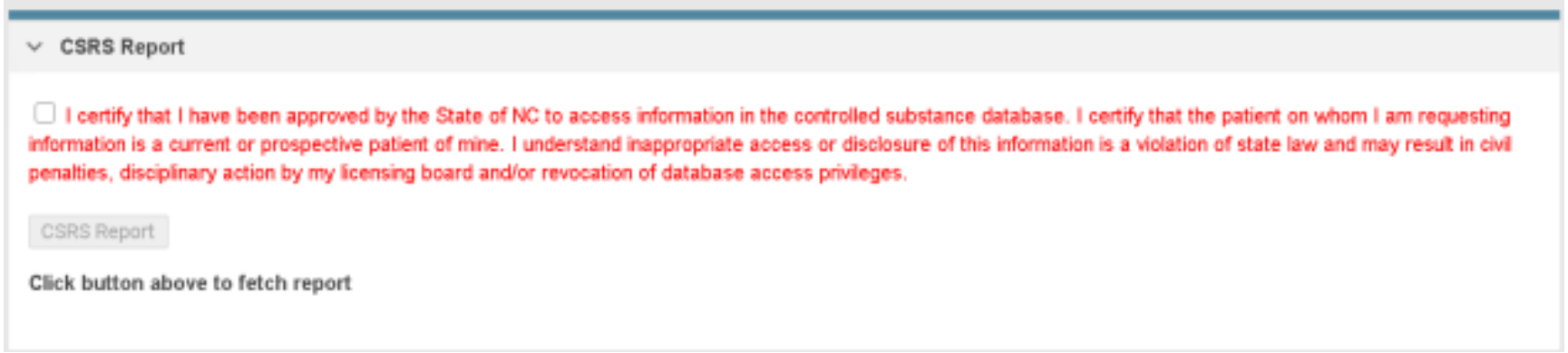

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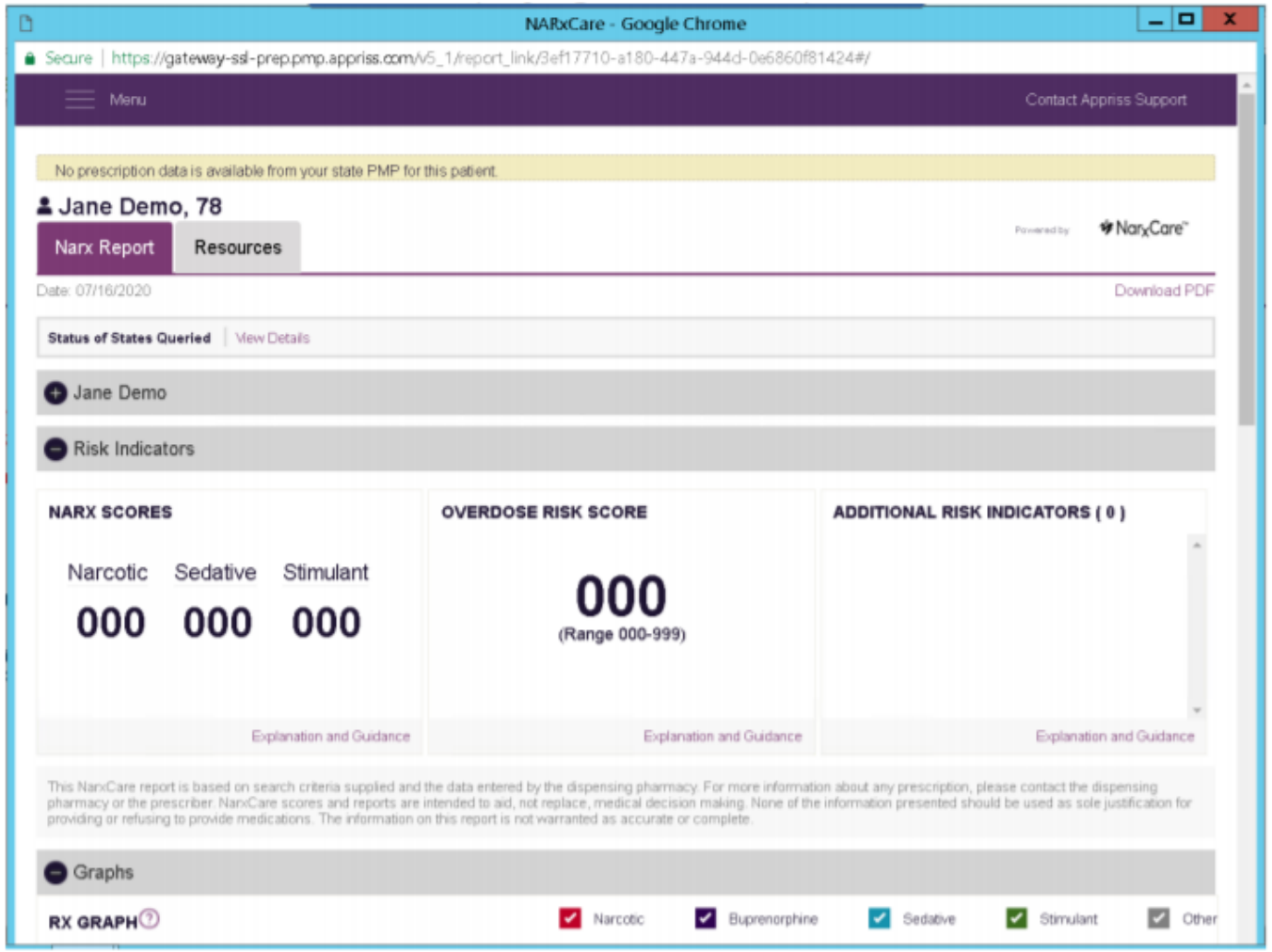
CSRS Within A Patient Record



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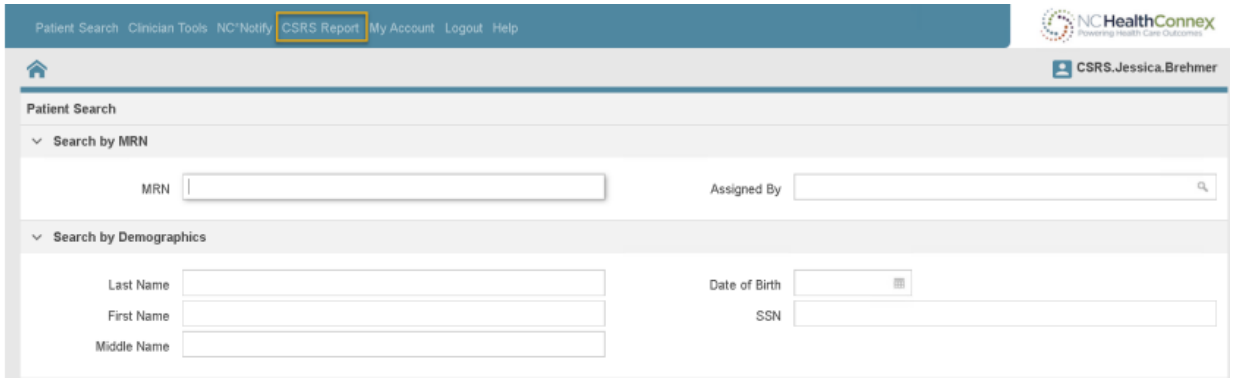
CSRS Without Being In Patient Record

- No patient record in clinical portal
- Patient opted out of NC HealthConnex
- Without being in patient record



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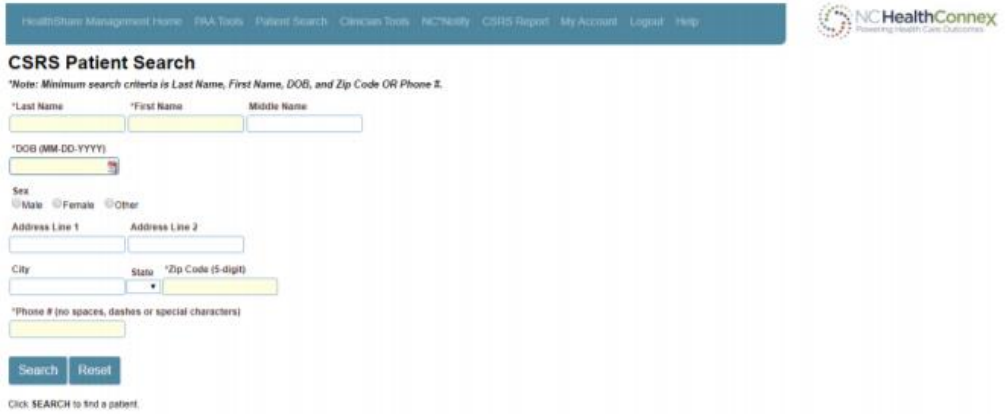

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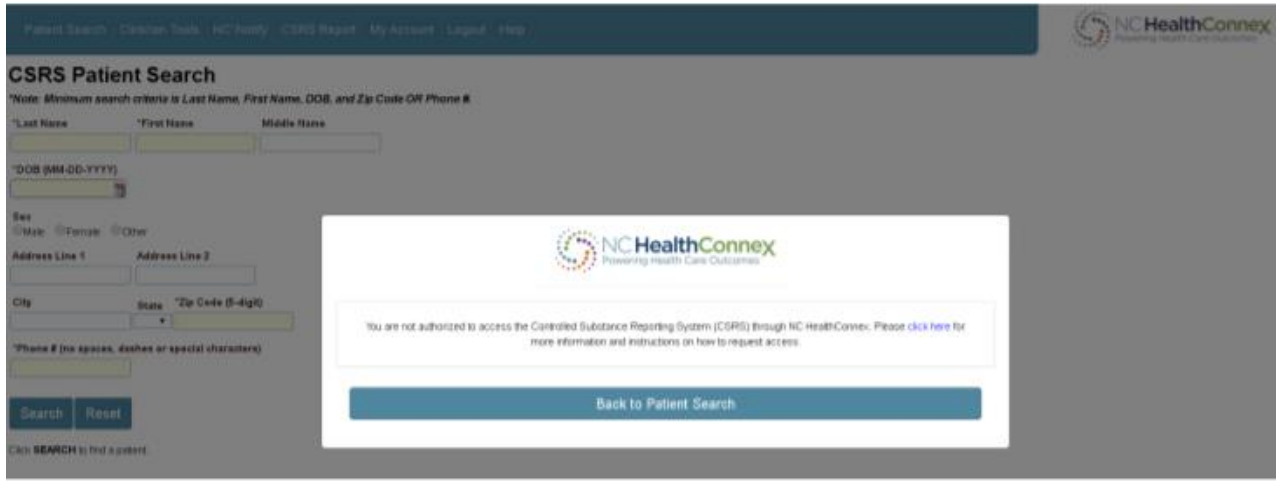

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NC*Notify 4.5 & 4.5+

Timothy J. Taylor, MHA

Lead Analyst, NC*Notify & Application Systems Specialist

NC Health Information Exchange Authority

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NC*Notify - How Does It Work?

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Filter by Name or MRN: AUDACIOUS | Saved Custom Filters | Add Filter

All | Not started | In progress | Completed

Notifications count: 752
Last updated: 10:27 07/05/20

ERNIE FAKEEGRHZXSESFAKE (AI-833007449)
Hospital 1
06/23/2020 04:17 PM
ER Registration
CHEST PAIN Transient cerebral ischemic attack, unspecified

THEOBALD FAKEKDHSUFRXBFAKE (AI-561902929)
Hospital 1
06/23/2020 04:17 PM
ER Discharge
FALL; PAIN Emphysema, unspecified

KATHERYN FAKESWLMUPLQVFAKE (AI-602246355)
Hospital 3
06/23/2020 04:17 PM
IP Admit
3 INFECTED TOES Unsteadiness on feet

EWARD FAKEEBPOPHPWXFAKE (AI-932097722)
Hospital 1
06/23/2020 04:17 PM
ER Registration
PREGNANT WITH SPOTTING Unspecified fracture of the lower end of left radius, subsequent encounter for closed fracture with routine healing

MANDA FAKEMKKRIFVTMFAKE (AI-634269834)
Hospital 2
06/23/2020 04:17 PM
ER Registration

Ernie FAKEEGRHZXSSESFAKE — AI-833007449

Demographics

MRN: AI-833007449
Date of Birth: 12/20/2011
Gender: M
Address 1: 94 Express
City: Baltimore
State: MD
Zip: 21218
Home Phone: 410-799-1433
Cell Phone:
Work Phone: 916-309-8019
Primary Care Provider: Ernie Chaster
NPI: 47084949084
Practice: Practice3

Most Recent Event

Event Date: 06/23/2020 04:17 p.m.
Admit Date: 03/09/2020 12:00 a.m.
Discharge Date:
Point of Care: Hospital 1
Admit Source: Court/law enforcement
Patient Class: Emergency
Event Type: Registration
Death Indicator: N
Hospital Service: Internal Med
Patient Complaint: CHEST PAIN
Diagnosis Description: Transient cerebral ischemic attack, UN
Diagnosis Code: G45.9
Discharge Disposition:
Discharge to Location:

Additional Info

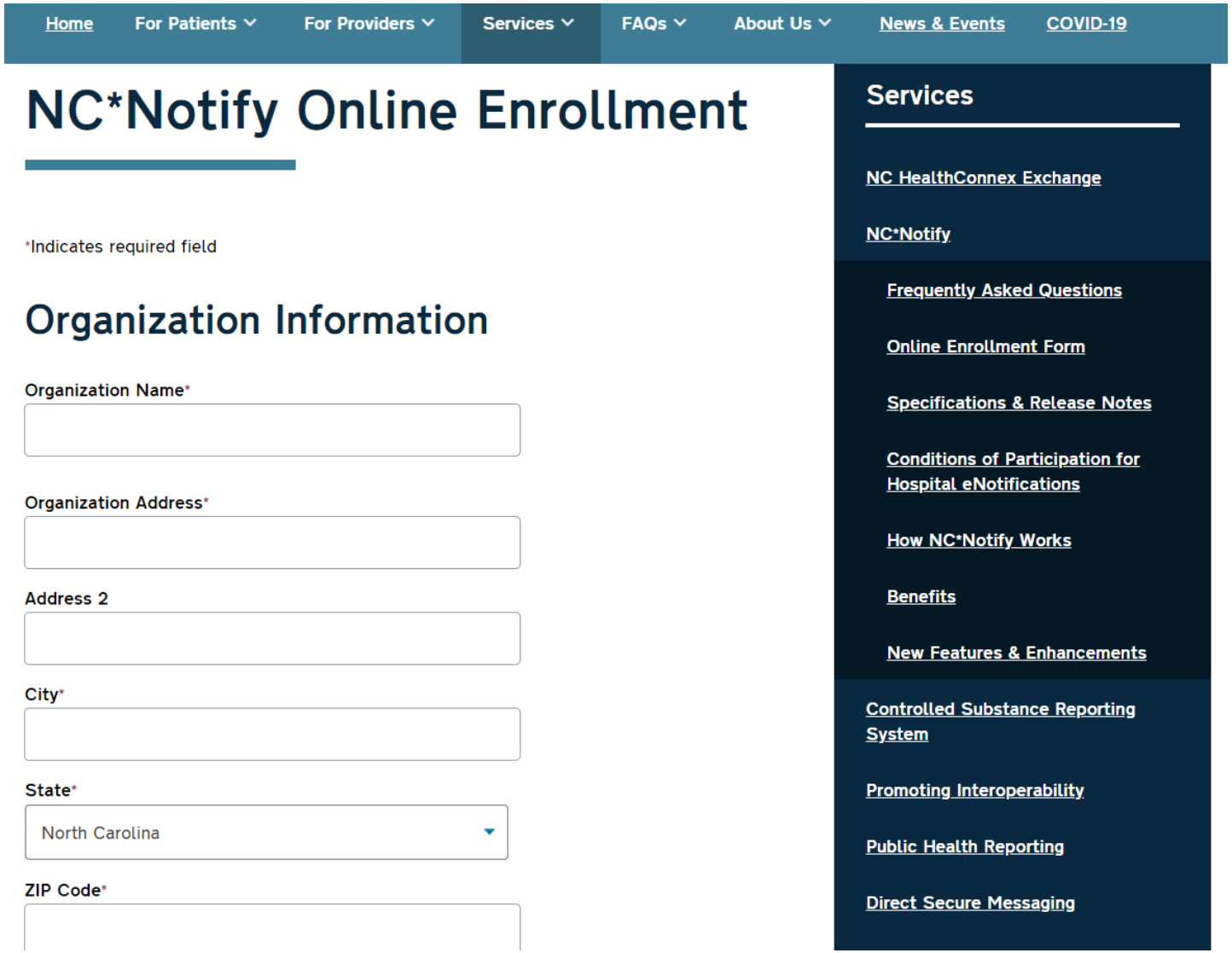
Number of ER Visits: 0
Number of IP Visits: 0

Event History

No Prior Events

Status Log

NC*Notify – New Web-Based Enrollment Form



Recent Enhancements

- More Efficient
- Faster Onboarding Time
- Detailed Explanations and
- Faster Access to FAQs

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Single Sign-On (SSO) and Bidirectional Connections

Michelle Hunt

Data Quality and Integrity Lead

NC Health Information Exchange Authority

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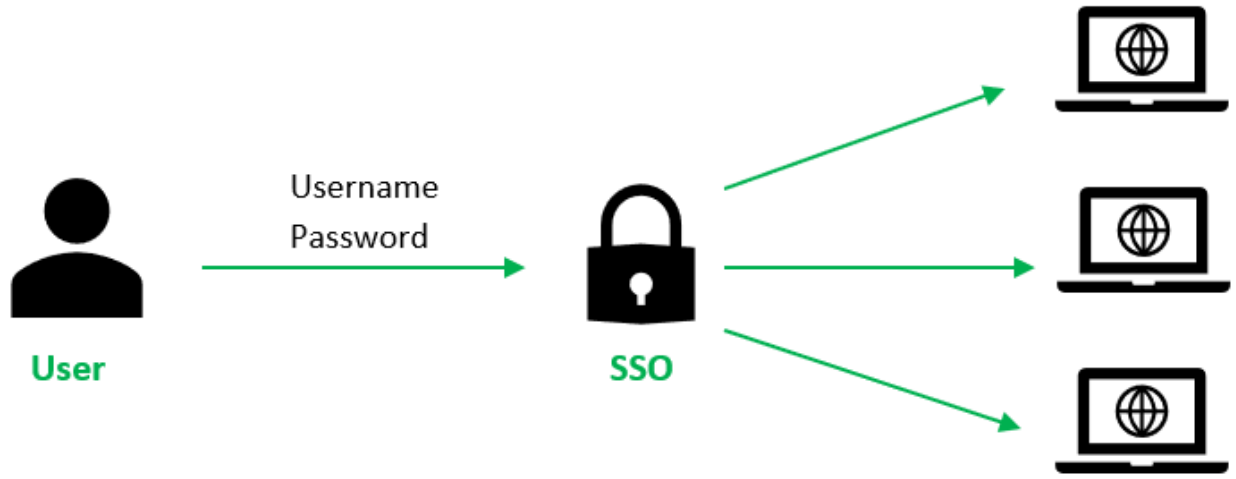
Single Sign-on



- What is single sign-on (SSO)?
- Pilot underway with Athena
- If interested, please contact your EHR vendor

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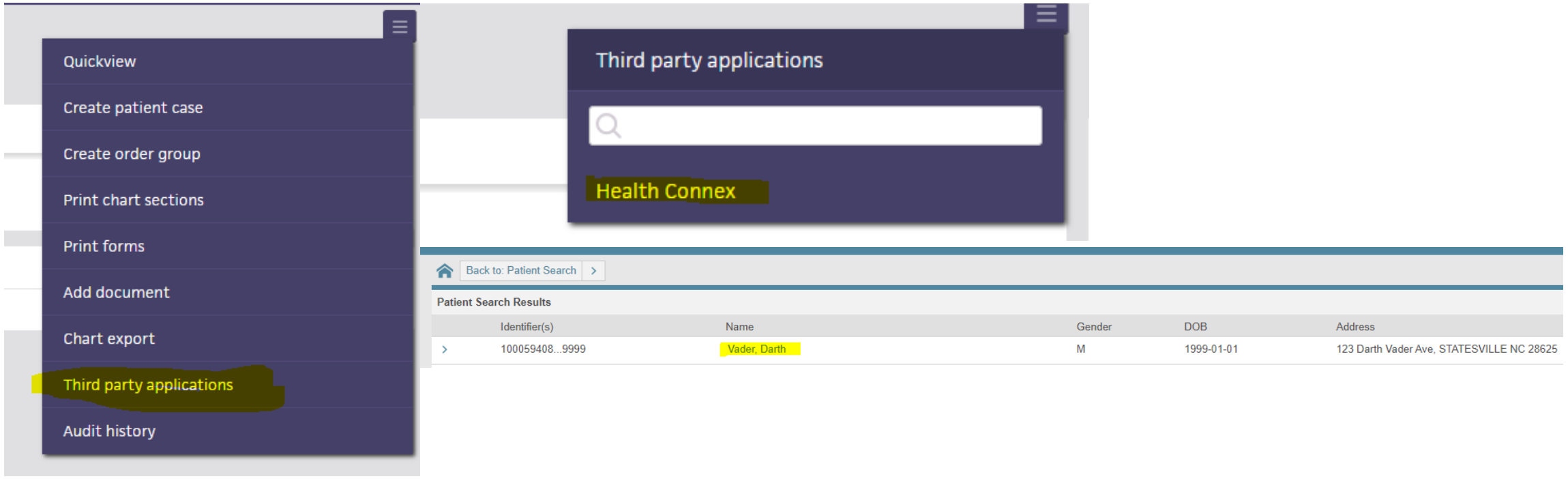
Single Sign-on Example

athenahealth



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Bidirectional Connections

Data from EHR to HIE:
Clinicians enter data into their EHR, and that data is automatically sent to the HIE.

Data from HIE to EHR:
Clinicians who have care relationships with their patients may readily access the HIE aggregated patient record via their EHR.

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Clinical Portal User Management

Holli Elliott

Technical Support Analyst

SAS Institute

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User Account Management – Functional Roles

Clinical Portal Functionality	Clinician	Clerical	PAA User Admin	Clinician & PAA Admin
View Clinical Portal Home Page	X	X		X
View User Administration Home Page			X	X
Search for Patients	X	X		X
View Recent Patients	X	X		X
Break the Privacy Seal (Patient Level Access)	X			X
View Demographics	X	X		X
View Encounter History	X			X
View Problems	X			X
View Procedures	X			X
View Lab & Pathology Results	X			X
View Radiology Reports	X			X
View Clinical Documents	X			X
View Continuity of Care Documents	X			X

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- To create new user accounts for health professionals in your facility, you will need to complete the following fields in the **User Management spreadsheet**.

- If you need the spreadsheet template, please reach out to the HIEA Help Desk Team at HIESupport@sas.com.

	A	B	C	D	E	F	G	H	I	J
1	Facility	Facility Code	Roles	User ID	Last Name	First Name	Suffix	Email	Description	Enabled
2	North Carolina Health Practice	NCHP	%HS_Clinician	NCHP.John.Doe	Doe	John		John.Doe@hospital.org	Nurse	TRUE

- The spreadsheet will have one row per user.

- If you would like to add a user, add a new row and fill in the values for the required fields listed below.

*****Please do NOT delete columns or change any column names.*****

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Filling out the User Management Spreadsheet

Column A - Facility Name as it appears on your Participation Agreement

Column B - Facility Code

Column C - Select a role within the drop-down menu – A few examples are shown below

Column D - User IDs must be in the format FacilityCode.First.Last

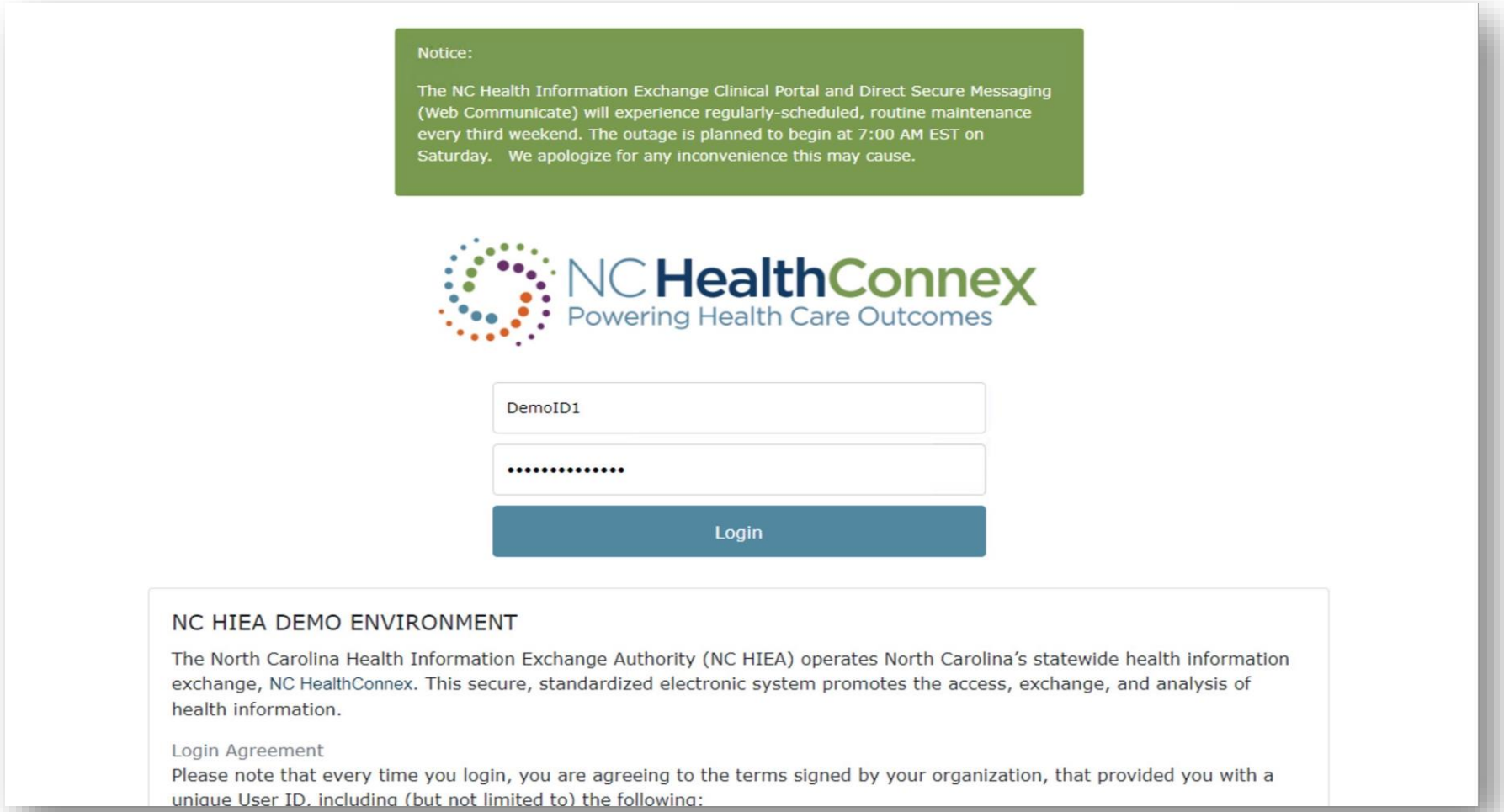
Column E and F – Last Name; First Name

Column H - Email Address – Each user's email address must be unique and accessible only by the individual named in the account

Column J – Select True to create an account and False to disable an account

	A	B	C	D	E	F	G	H	I	J
1	Facility	Facility Code	Roles	User ID	Last Name	First Name	Suffix	Email	Description	Enabled
2	North Carolina Health Practice	NCHP	%HS_Clinician	NCHP.John.Doe	Doe	John		John.Doe@hospital.org	Nurse	TRUE

Log into the NC HealthConnex Clinical Portal



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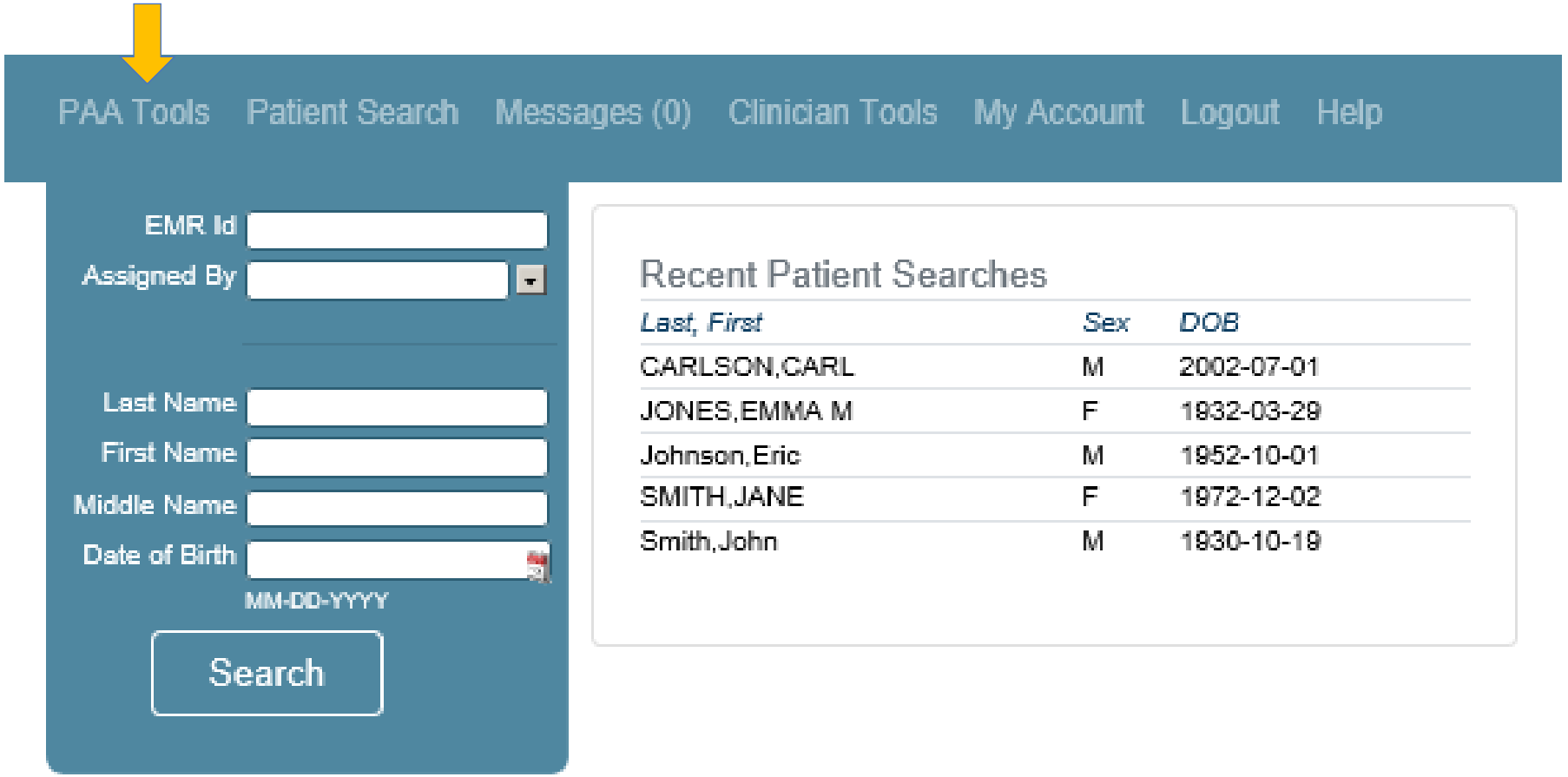
PAA + Clinician View



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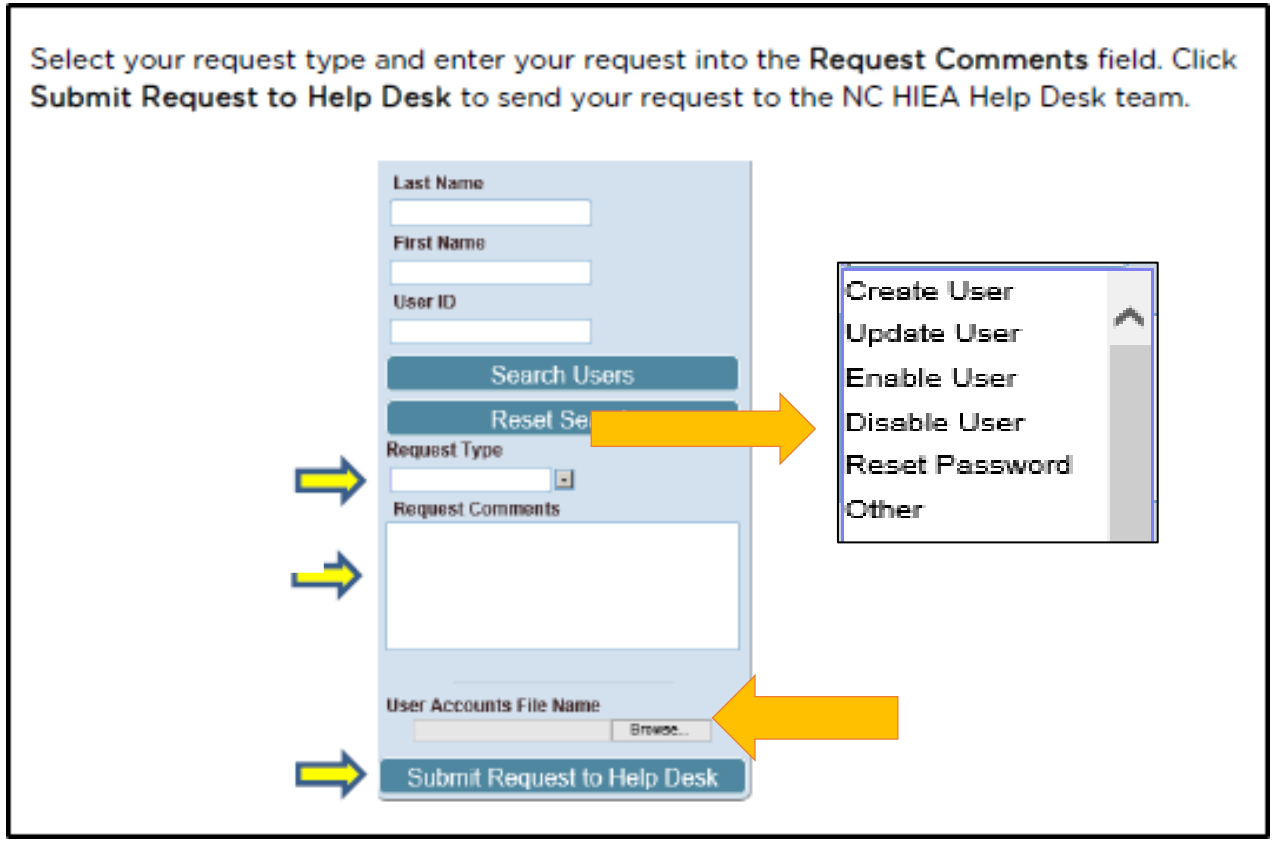
Managing User Accounts within the Portal

Include your updated User Management Spreadsheet as part of the request.

Click Browse > Find the User Management Spreadsheet you saved > Click Submit Request to Help Desk



Managing User Accounts within the Portal

You can also submit requests to disable users and reset passwords from within your portal account

Select the box beside the username, select request type, and click Submit Request to Help Desk

Page size: 25 Results: 14 Page: |« « 1 » »| of 1

	NAME	USER ID	EMAIL ADDRESS	ASSIGNED ROLES	LAST LOGIN	ACTIVE
☐	Brehmer,Jessica	jessica-clinician	jessica.brehmer@nc.gov	%HS_Clinician,%HS_PAAU	05/07/2019	X
☐	Cota,Arn	TEST.Arn.Cota	arncota@gmail.com	%HS_Clinician,HSGroup_U		X
☐	Demo,Admin	DemoAdmin	admin.demo@hiea.com	%HS_PAAUserAdministrato	05/07/2019	X
☐	Demo,AdminClin	DemoAdminClin	adminclin.demo@hiea.com	%HS_Clinician,%HS_PAAU	05/02/2019	X
☐	Demo,Clerical	DemoClerical	mmacgregor@j2interactive.	%HS_Clerical,HSGroup_UN	03/28/2019	X
☐	hunt,michelle	mhunt-clinician	michelle.hunt@nc.gov	%HS_Clinician,%HS_PAAU	05/03/2019	X
☐	Macgregor,Matthew	matt3	mmacgregor@j2interactive.	%HS_Clinician,HSGroup_U		X
☐	Macgregor,Matthew	matt4	mmacgregor@j2interactive.	%HS_Clinician,HSGroup_U		X
☐	Macgregor,Matthew	matt5	mmacgregor@j2interactive.	%HS_Clinician,HSGroup_U		X
☐	Macgregor,Matthew	matt7	mmacgregor@j2interactive.	%HS_Clinician,HSGroup_U		X
☐	Macgregor,Matthew	matt8	mmacgregor@j2interactive.	%HS_Clinician,HSGroup_U		X
☐	MacGregor,Matthew	TEST.Matt.Mac	mhmacgre@yahoo.com	%HS_Clinician,HSGroup_U		X
☐	Matt,Mac	UNC.Clinician	mmacgregor@j2interactive.	%HS_Clinician,HSGroup_U		X
☐	Servia,Kenya	Kenya-ClinicalPAA	kenya.servia@nc.gov	%HS_Clinician,%HS_PAAU	05/02/2019	X

Users Found for Facility University of NC HCS (click on a name to select):

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Direct Secure Messaging (DSM)

What is Direct Secure Messaging?

DSM allows a provider to send PHI through a secure network to other providers with a DSM account. DSM is commonly used for referrals and transitions of care.

Benefits to DSM?

- Increased reporting capability for Meaningful Use
- Better visibility into your practice's DSM usage

How Much Does this Service Cost?

DSM is a FREE value-added service available to you as a Full Participant of the NC HIEA.

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Requesting New DSM Accounts

- Individual NPI **is** required.
- If you are requesting a DSM account for someone **without** an NPI, please leave the NPI field blank.

	K	L	M	N	O	P	Q	R	S
1	DSM Address	NPI Number	Phone Number	Mobile Number	Address 1	Address 2	City	State	Zip
2	John.Doe@direct.NCHP.nchie.net	1234567811	919-xxx-xxxx	919-xxx-xxxx	101 East Main Street	Suite 100	Raleigh	NC	26513

- In order to request a new DSM account, you will need to complete all of the fields in the User Management spreadsheet above, as well as the required fields included below.
- If you need the spreadsheet template, please reach out to the HIEA Help Desk Team at HIESupport@sas.com.

***Once you have completed the spreadsheet, **email** a copy to HIESupport@sas.com. In the email, please summarize the changes you have made. OR upload the spreadsheet into your portal account.

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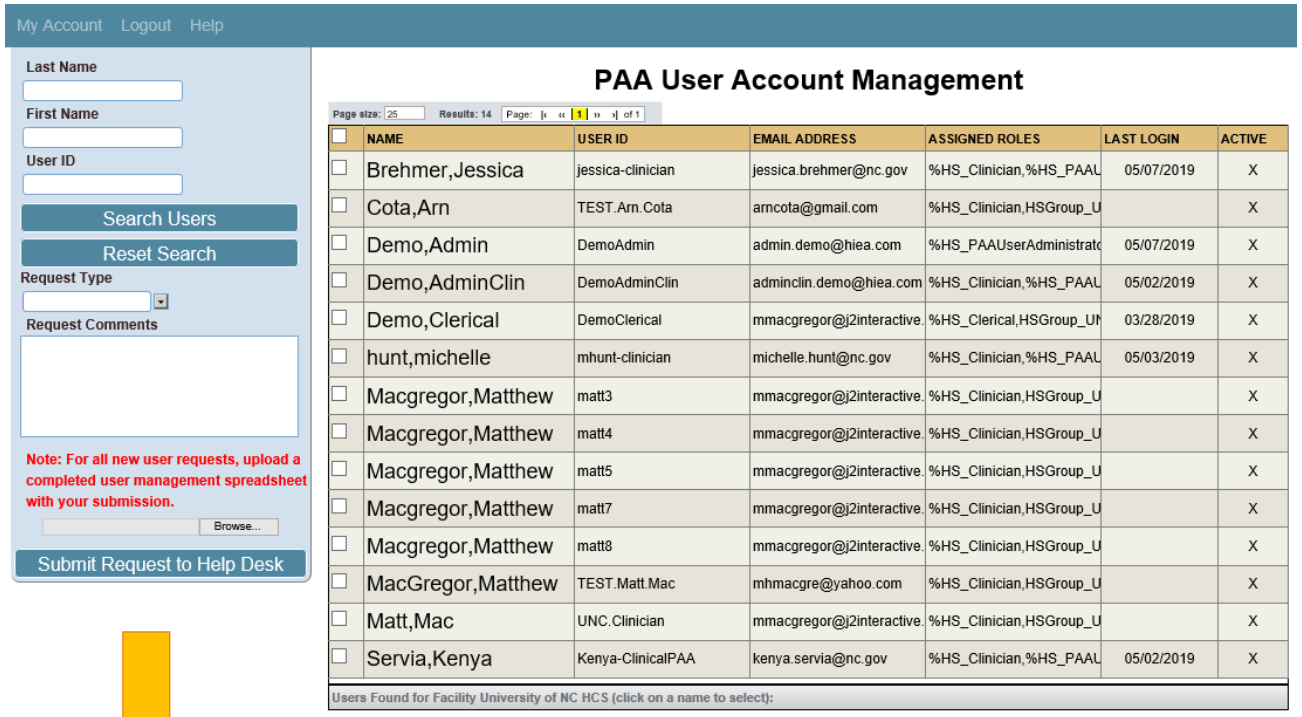
PAA User Account Management – Requesting DSM Accounts



Note: For all new user requests, upload a completed user management spreadsheet with your submission.

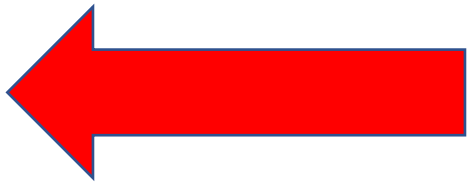
OR

Email HIESupport@SAS.com

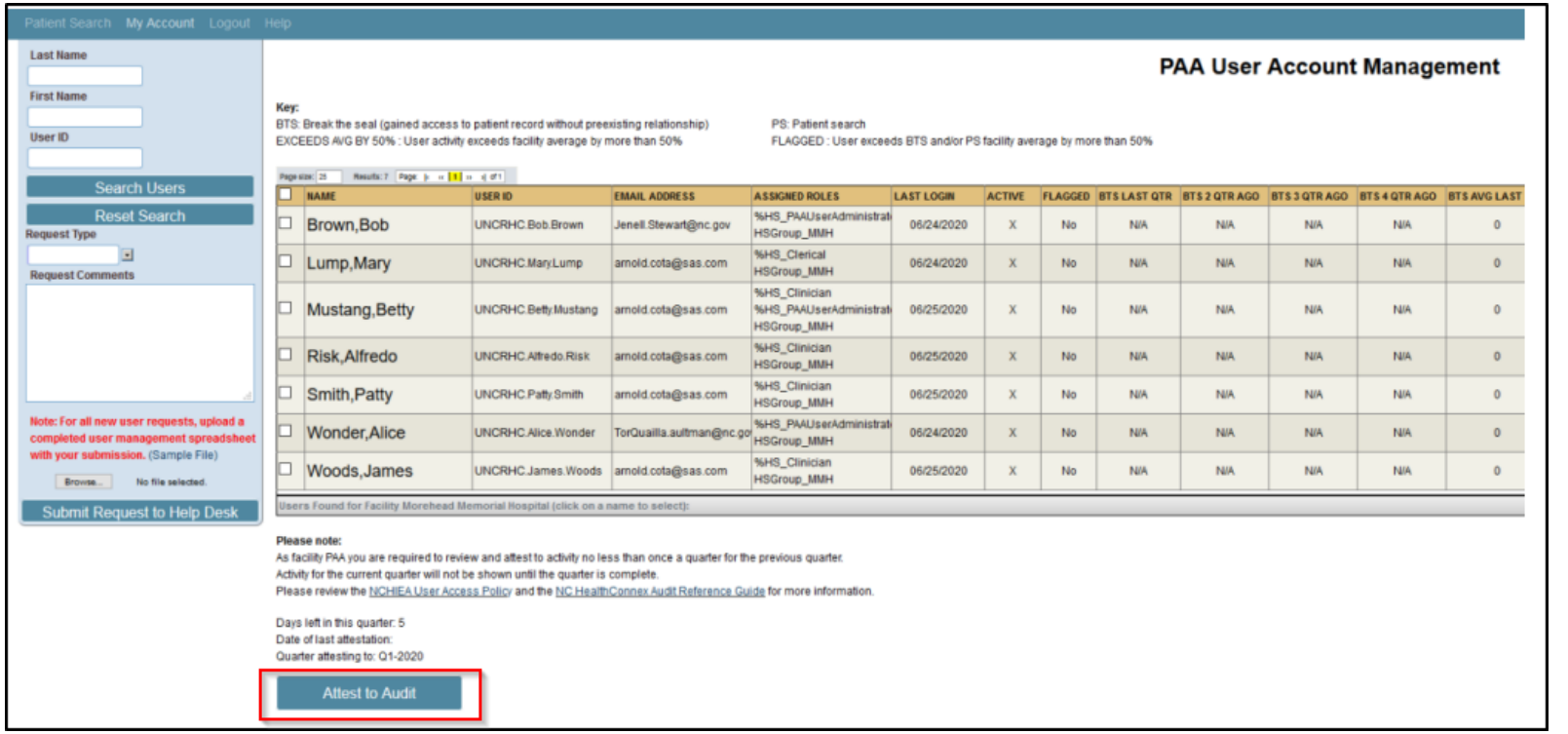
Requesting or Changing DSM Accounts

	K	L	M	N	O	P	Q	R	S
1	DSM Address	NPI Number	Phone Number	Mobile Number	Address 1	Address 2	City	State	Zip
2	John.Doe@direct.NCHP.nchie.net	1234567811	919-xxx-xxxx	919-xxx-xxxx	101 East Main Street	Suite 100	Raleigh	NC	26513

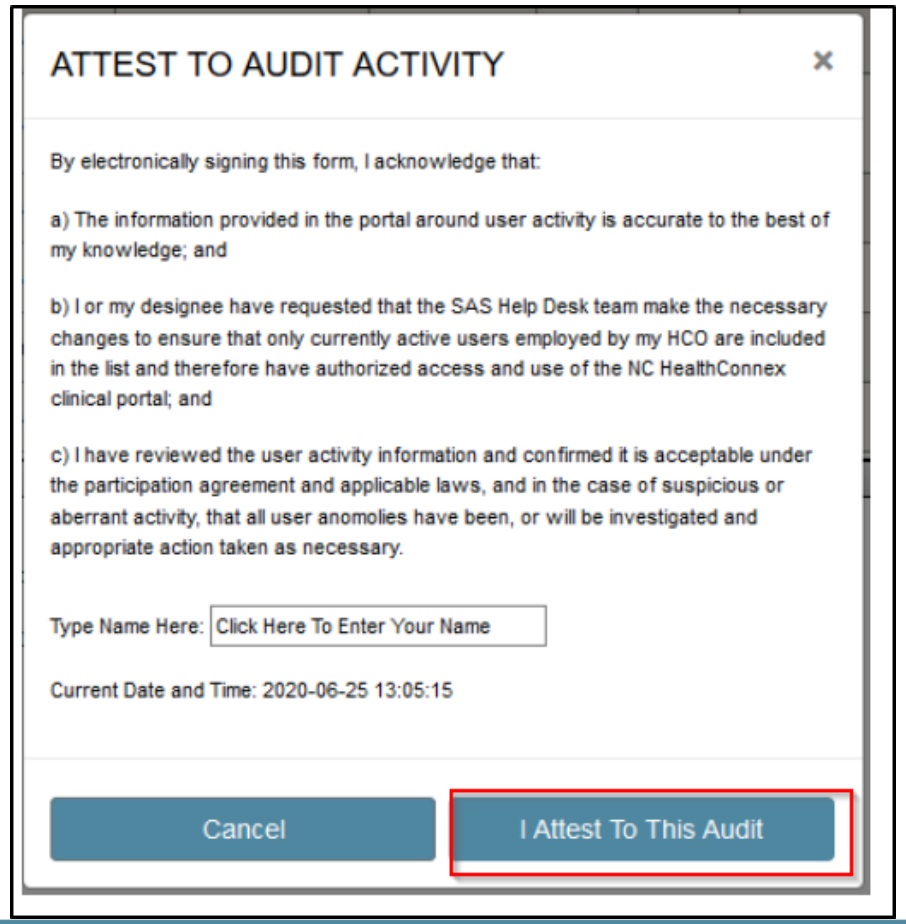
NC HealthConnex Quarterly User Account Audit

- Q4-2021 – Started January 1st – Ends March 31st 
- Q1-2022 – Starts April 1st – Ends June 30th
- Q2-2022 – Starts July 1st – Ends September 30th
- Q3-2022 – Starts October 1st – Ends December 31st

NC HealthConnex Quarterly User Account Audit



NC HealthConnex Quarterly User Account Audit



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Next Steps…

- Questions? Contact HIEA@nc.gov or HIESupport@SAS.com
- HIEA Update – Sign Up (www.hiea.nc.gov)
- Stay Tuned!

….We want to hear from you!

Please use the Q&A feature of your WebEx to ask questions around today's topics or to suggest topics for upcoming TeleTown Hall sessions.

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Thank You!

Questions or feedback?

919-754-6912

www.nchealthconnex.gov

hiea@nc.gov

Technical Issues:

SAS NC HealthConnex Help Desk

HIESupport@sas.com

Phone: 919-531-2700 or Toll Free: 800-727-0025

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