

# NC\*Notify

Event Notifications Powered by  
NC HealthConnex

## When You Need to Know, Use NC\*Notify!



Health care providers are oftentimes unaware when one of their patients has received care outside of their facility or EHR network. What's more, there is a growing need for health care providers to be notified of certain events in a timely manner to support successful transitions of care and improve care management.

The North Carolina Health Information Exchange Authority (NC HIEA) is pleased to offer NC\*Notify to full participants of NC HealthConnex. This event notification service will provide significant insight into patients' health care activity across North Carolina.

NC\*Notify is a subscription-based service that notifies providers as their patients receive services across the care continuum, spanning geography, health care systems, acute and ambulatory care settings, etc. Features include:

- **Highlight Provider Focus Areas** -- Custom lists allow cohorts of patients tuned to providers' interest.
- **Flexible Delivery** -- Custom delivery methods integrate into varied provider workflows.

## What Are the Benefits of Using NC\*Notify?



- Providers are notified when their patients have received care in other care settings (hospital, primary care practice, specialty practice, county health department, federally qualified health center, behavioral health facility, and more)
- Insight to check in with patients after events and schedule follow-up appointments for clinical interventions
- Reduce avoidable hospital readmissions and improve coordination across the care continuum
- Help providers achieve financial goals under value-based care contracts
- Compliance with state and federal quality initiatives, including Meaningful Use/Promoting Interoperability

*“As many as 30% of patients visit an ED that is operated by a different health system than the one with which their health care provider is affiliated.”*

## What is Required to Subscribe?



1. Full NC HealthConnex Participation Agreement, 2017 or 2018 versions
2. Provider's EHR is connected and is sending data to NC HealthConnex (live in production)
3. Completed NC\*Notify enrollment form
4. A patient list that the participant would like to track (sent via Secure FTP)
5. Mechanism for receiving alerts (Secure FTP)

*Note: NC HealthConnex will roll out this service in phased intervals for the remainder of 2018, however all participants are encouraged to complete the enrollment process and enter the queue.*

## How Does It Work?



Initially, NC\*Notify will use hospital ADTs and encounters from all other participant facilities as triggers for the notification.\*

Participants registered for this feature will provide a list of patients with whom they have an existing relationship via a flat file. NC\*Notify scans NC HealthConnex for activity on the defined patient panel and provides batch reports at custom delivery intervals back to the participant.

***It's that simple.***

*\*Later versions will offer alternative delivery mechanisms, additional triggering criteria, and additional data elements within the alerts.*

About the North Carolina Health Information Exchange Authority (NC HIEA):

The NC HIEA operates North Carolina's statewide health information exchange, NC HealthConnex. Housed within the NC Department of Information Technology's (DIT) Government Data Analytics Center (GDAC), NC HealthConnex is a secure, standardized electronic system in which providers can share important patient health information. We connect health care providers to safely and securely share health information through a trusted network to improve health care quality and outcomes for North Carolinians. To learn more, visit [nhealthconnex.gov](http://nhealthconnex.gov).



**To learn more:** [NCHealthConnex.gov](http://NCHealthConnex.gov) / email: [hiea@nc.gov](mailto:hiea@nc.gov) / phone: 919-754-6912