NORTH Dakota
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Health Information Network
## INFORMATION TECHNOLOGY

July 2025

Announcement: External Records Tab Functionality Update

The NDHIN team has been working with our vendor to remedy and upgrade features to the External Records tab within the Clinical Portal.

We were recently made aware that the Print function within the tab was not working properly. This functionality has been fixed and is accessible by clicking on the Print option at the right top of the screen under your login name as illustrated below.
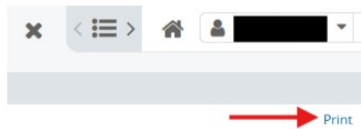

This will allow for the selected document to be printed or print to PDF to save the document for download.

In addition, we are happy to announce there are now dates associated with the documents within the External Records tab. Included are several search options as noted per the red arrow in the screenshot below. This provides possible date ranges to be selected for viewing and a search option within the document tree below.

Notable Items:

- When viewing the documents within document tree on the left side of the screen, the dates listed are dependent on how those documents are handled at the facility level and loaded into the database.

- Dates may reflect the creation date of the document or could reflect the start/stop time of the event noted within the document.

- Just be mindful that there may be slight variations in how the documents are loaded as it relates to the dates provided.
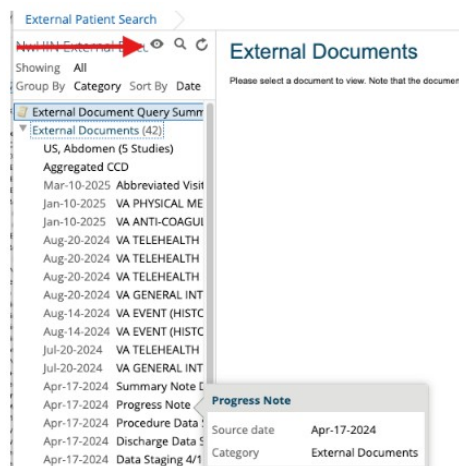
To learn more about accessing External Records and list of searchable entities under the tab in Clinical Portal, click here. If you have further questions regarding the External Records tab and its features, please contact us at ndhin@nd.gov.

Spotlight:
Nikki Ahmann, RN, BSN

Nikki Ahmann RN, BSN works in Neurosurgery at The Bone & Joint Center in Bismarck and has shared her NDHIN experience. She provides a great overview of how NDHIN supports care coordination efforts for her patients. This is what she had to say:

- NDHIN has made getting our past clinic notes and treatment records so easy. My provider is a surgeon so accessing past operative reports is one of the more important things that I use NDHIN for. If there is prior hardware implanted, it's important for all involved in surgery to know what type/manufacturer and when that was originally implanted. Also, radiology reports are extremely helpful to compare prior imaging and tumor sizing/growth. Most insurance companies require that reports are submitted for surgery authorizations also.

- Most recently, an out-of-town patient was in our office. The patient's symptoms, MRI scan, and report gave part of the picture, but my provider suggested doing an EMG study. This patient had actually had one at another facility and I was able to easily access that in a very timely

manner while the patient was still in the office. A treatment plan could then be made without delay.

- I do also help other providers in our clinic and am able to access lab and pathology results through NDHIN that are important for their practices and treatments. We often wish a few other clinics and facilities used NDHIN so that care was even more streamlined for every patient!

We appreciate Nikki taking the time to share her experience with us! We would love to hear from you! How do you use NDHIN? To share your user story or if you have questions regarding access to our services, contact us at ndhin@nd.gov.

New NDHIN Participants

- Red River Human Services Foundation

For a complete list of NDHIN participants, click here.

Conference Corner

The NDHIN team would like to thank those who participated and stopped by to visit our booths at both conferences this year.

Save the Date!

Mark your calendars for the 2026 conference dates listed below:

- The Dakota Conference on Rural and Public health, June 2-4, 2026.

- Stay tuned for more info regarding the 2026 CHAD/GPHDN Conference

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Need Assistance? Password Reset? System Outages?

Reporting issues early helps our team to identify and remedy them in a timely manner.

If you are having 'Issues' with use of the NDHIN Clinical Portal or other services, please contact the NDHIN Help Desk. The NDHIN Help Desk is available 24/7 to assist you with password resets, technical issues, and other service questions.

NDHIN Help Desk
Call (888) 370-5158 or email ndhinsupport@orionhealth.com

Help Us Stay Up to Date.

When there are role changes within your organization, please contact NDHIN to ensure we have the most up to date information listed for your organization. This ensures we are able to communicate effectively for audits, invoices and concerns regarding your organization.

Reach Out To Us!

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