

## NDHIN Monthly Question & Answer May 20, 2021

### Topic focus: How can NDHIN improve your workflow?

The monthly Q & A meetings provide a forum for sharing NDHIN updates and information. It also allows users an opportunity to ask questions. The team will present a specific topic each month, but welcome questions regarding any topic. Questions and Answers from the March session are below:

**Q** What are some considerations for improving my workflow using NDHIN?

**A** Access Options:

1. Web-based access provides access to the NDHIN Clinical Portal via a URL address. Consider bookmarking this URL as a favorite to your toolbar for quick access, <https://hie.ndhin.com/concerto/Login.htm> You will need to enter your username and password for access.
2. Single Sign-on (SSO) provides access to the NDHIN Clinical Portal within an organization's electronic health record (EHR) system. Each site using the SSO method, builds a link to NDHIN, allowing the user to launch NDHIN by clicking on a tab or button from a menu or toolbar within the EHR.

Staff Roles:

Another item to consider is staff roles to ensure that the appropriate staff has access to NDHIN. Every organization is different. For example, in smaller organizations or departments, there might be a ward clerk type of role that is assigned to get certain information. Other times, it could be a nurse, primary care provider (PCP), therapist, etc. Put some thought into the workflow; if a ward clerk can gather the information, and upload it into the patient record, that could be very efficient. During an encounter, it would be helpful for the PCP to look up information if the patient discloses something of pertinence to the current healthcare encounter. Users must only access information in accordance with HIPAA guidelines.

**Q** How can I use NDHIN to quickly gather patient information that I need for a patient healthcare encounter?

**A** No matter the type of healthcare encounter, the same basic steps can be used to view patient information available in NDHIN:

1. Start on the Patient Summary page to see a summary of information available for viewing in NDHIN.
  - a. Verify patient name and demographics.
  - b. Verify Allergies.
  - c. Review Problem List.
  - d. Review Encounter History List to identify encounters relative to current healthcare encounter.
    - i. Find Transcribed Documents corresponding with these encounters from the Menu Tree on the left panel.
    - ii. Also look for corresponding information in the “Incoming CCD” section – some facilities send information in this format vs. a narrated transcribed document.
    - iii. Use search tools to narrow the search; can search by author (Provider), date range and name of report, such as “pathology”.
2. Use the Menu Tree in left panel to review information that is pertinent to current encounter and continuity of care. The print option can be used to print the information into a PDF format, which could then be uploaded into the patient record in the organization’s EHR.
  - a. PDMP link allows a direct query to ND Board of Pharmacy Prescription Drug Monitoring Program to view information regarding controlled substances that have been prescribed for the patient. Currently only primary care providers can access PDMP via NDHIN.
  - b. NDIIS link allows direct query to ND Department of Health Immunization Information System
  - c. Vitals Signs Flow sheet
  - d. Dynamic Document Patient Snapshot aggregates all patient information from all the sources into one organized document for viewing. Use the Customize button to set parameters for this report.
  - e. Lab and Microbiology reports
  - f. Radiology reports
  - g. Vital Signs flow sheets
3. Use the tabs to navigate through the patient record.
  - a. *Medicines Viewer* will display information from pharmacies throughout ND for patients with ND zip codes. The medication list can be printed to be used for medication reconciliation. A hard copy can be printed; a PDF version could be printed and saved for uploading into the health system’s EHR.
  - b. *Timeline* provides a quick visual of encounters that have occurred for a patient. Hovering over the data points for each encounter allows the user to view additional information.
  - c. *External Record* allows the user to search health information exchanges out of state.
  - d. *Images* will provide a list of radiology images available to view for the patient. If there is a green dot the image is ready to be viewed. If there is a yellow dot, click to load the image out of archives, and then image will be viewable.
  - e. *Circle of Care* allows the user to add to the care team to receive notifications of admits, discharges, ED encounters, and availability of lab and radiology reports. See on-demand training for more information and instructions on how to subscribe to these notifications.
  - f. *Laboratory Results Flow Sheet* aggregates all lab results into one large, organized document.

**Q** How can I securely send information to another provider for referral/consult purposes?

**A** Follow the instructions above to locate the information needed from NDHIN. There is a print option for much of the information. Print the information as a PDF and save to your PC. You can then use NDHIN's Direct Secure Messaging application Communicate to securely send PHI. *After sending the information, it should be deleted from the PC/hard drive, or according to your health organization policy.* See the on-demand training video for using DSM, <https://www.ndhin.nd.gov/providers/education>. Direct Secure Messages allow a user to securely send PHI from secure point to secure point.

For additional guidance on the NDHIN clinical portal, please access the NDHIN on-demand training videos found [here](#).

NDHIN Help Desk  
(844) 335-6253  
[NDHINSupport@koblegroup.com](mailto:NDHINSupport@koblegroup.com)