



# NDHIN MONTHLY Q & A

May 20, 2021

Facilitated by Lisa Thorp, Outreach Coordinator

NORTH  
**Dakota**

Be Legendary.™

# NDHIN Q & A AGENDA

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- Welcome
- Lead-off Topic/Updates from NDHIN Team:
  - *How can NDHIN improve your workflow*
- Questions from Attendees
- Review of April's NDHIN Topic:
  - Opt Out/Revoke Opt Out and NDHIN
- Next NDHIN Q & A Session: June 17<sup>th</sup> @ Noon CDT

# IMPROVING WORKFLOW USING NDHIN

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- Quick access to NDHIN
  - ★ Bookmark NDHIN Clinical Portal URL
  - Single sign-on access within EHR
- Define roles regarding who is responsible for gathering data
  - Pre-appointment prep
    - Ward clerk, CMA, CAN, health information staff
    - Nurse
    - Remember to access information within HIPAA guidelines
  - Gather data during or after appointment

# IMPROVING WORKFLOWS CONT.

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- What information is available?
- How can information be utilized?
  - Add information to EHR
  - Send PHI to another provider/healthcare organization (referrals, consults, etc.)

# WHEN IS INFORMATION NEEDED?

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- Patient on-site for healthcare encounter; inpatient, ED visit, outpatient visit, etc.
- Pre-op staff prep
- Cardiac Rehab, PT, OT looking for information to support orders to attend program
- Home health staff looking for information to support orders for home care
- Ancillary healthcare encounters
- Nursing home admission MDS completion

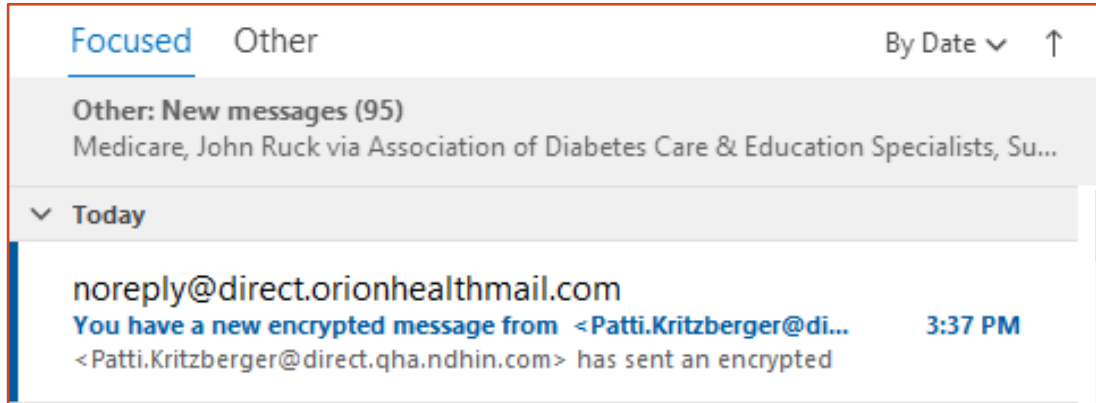
# USING *COMMUNICATE* TO SEND PHI

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- Direct Secure Messaging (DSM) application
- Receiving notification options
  - Work email, non-secure email- notification will not contain PHI
  - DSM email – notification can contain PHI

# NOTIFICATION SAMPLE

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<[Patti.Kritzberger@direct.qha.ndhin.com](mailto:Patti.Kritzberger@direct.qha.ndhin.com)> has sent an encrypted message to your <[Lisa.Thorp@direct.qha.ndhin.com](mailto:Lisa.Thorp@direct.qha.ndhin.com)> mailbox.

You can access your Inbox by logging onto:

- Clinical Portal, if you use Single Sign-on, or
- Communicate Webmail at <https://webmail.dsm.orionhealthcloud.com>

# SCENARIO

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Patient with co-morbidities visits PCP for annual checkup. PCP has not seen this patient in the past year and needs to review what events have happened and what healthcare services were rendered.



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# Questions?

# APRIL Q & A REVIEW

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- Lead-off topic was: *Opt Out/Revoke Opt Out and NDHIN*
  - ND is “Opt-out” state
    - Patients can notify the facility or NDHIN of desire to Opt-Out.
      - Patients can fully Opt-Out or Opt-Out except for Emergency Access.
      - Opt-Out Form
    - NDHIN will update patient's participation status in the Clinical Portal upon receipt of completed Opt-Out form.
- NDHIN health information exchange patient participation is voluntary.

# NEXT NDHIN Q & A SESSION

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- June 17, 2021 at Noon CDT
  - *Lead-off Topic: Communicate: NDHIN's Direct Secure Messaging Application*

# RESOURCES

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- NDHIN On-demand Training
- <https://www.ndhin.nd.gov/providers/education>
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- NDHIN Help Desk - Available 24/7
- (844)335-6253
- [NDHINSupport@Koblegroup.com](mailto:NDHINSupport@Koblegroup.com)

# NDHIN CONTACT INFORMATION

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