



**CRISP**

Connecting Physicians With Technology  
to Improve Patient Care in Maryland

# Encounter Notification Service (ENS) Requirements

**Organization Name:** \_\_\_\_\_

**Number of Providers at your participating organization or site(s):** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Main Point of Contact Name (ENS Lead):** \_\_\_\_\_

**Phone Number:** \_\_\_\_\_

**Email:** \_\_\_\_\_

## ***INTRODUCTION***

Encounter Notification Service (ENS) is a system built by CRISP to notify you in real time when one of your patients has an encounter at a hospital in Maryland or Washington DC. CRISP currently receives notifications in real time for any patient admissions, intra-facility transfers, and discharges. Using ENS, we have the ability to send notifications of these hospital events to anyone who needs to track a certain patient population. These notifications may include the hospital event type (i.e. admit, discharge, transfer), as well as additional information, such as updated patient demographics and recent prior admissions.

For a complete list of participating organizations, please visit: <https://crisphealth.org/FOR-PROVIDERS/Participating-Organizations>

## ***Justification of Patient List:***

Participants receiving alerts must use their judgment, based on their clinical background or other health care expertise, to provide CRISP a patient list that only includes information related to patients for whom they can reasonably expect that the majority of hospital events will be relevant to their care and/or care coordination of that patient. For example, an OBGYN provider may choose to receive alerts only for patients that are currently expectant but not for all other patients.

Please explain below your justification criteria for subscribing to encounter alerts for the patient panel that is being submitted to CRISP. For example: “These patients are an active part of my PCMH panel”, “These patients are regular patients to my practice and whom I have seen in the previous 18 months”, or “These patients are high risk patients which I must be notified immediately of their hospitalization.”

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## **HOSPITAL AFFILIATION**

As ENS is a Maryland hospitalization alerting service, ENS is available to physicians who are members or affiliates of the medical staff of a Maryland or Washington DC hospital which participates in CRISP.

Please check if your organization has employees that are:

members of the medical staff of a Maryland or DC hospital which participates in CRISP.

Hospital name: \_\_\_\_\_

affiliated with a participating Maryland or DC hospital but not a credentialed member of the medical staff – CRISP will verify your affiliation with the hospital listed below.

Hospital name: \_\_\_\_\_

To view a current list of CRISP participants please go to <https://crisphealth.org/FOR-PROVIDERS/Participating-Organizations>

## **WHAT IS REQUIRED TO SIGNUP?**

In order to sign up for ENS, your organization must first have a signed Participant Agreement with CRISP and an updated Notice of Privacy Practices. Suggested NPP language can be found [here](#).

Main components of ENS are:

1. Input of patient list that the participant would like to track.
2. Definition of trigger events for alerts.
3. Mechanism for receiving alerts.

Please review the options for each main component below and designate your preferences.



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## *Input of Patient List*

CRISP needs to receive an upload of all patients for whom the participant is interested in receiving alerts. Following the initial upload, changes to the patient list must be submitted to CRISP **monthly**. Updates can be a complete overwrite of the previous panel (Overwrite) or a panel that reflects only additions, deletions, and updates to the previous panel (Delta).

### *Panel Update Type*

- Overwrite
- Delta (Panel must contain a “status” column indicating whether the record is an addition, deletion, or update)

**Please indicate the method by which you will be sending your initial patient list and subsequent patient list updates (choose one):**

- Direct secure email (\*\*do not sent via normal email) - *recommended*
- SFTP (Please have a member of your IT department contact us at 877-952-7477)
  - CRISP can connect to my organization’s SFTP
  - We would like to send to a CRISP hosted SFTP

**Are the MRN’s you are providing shared with a hospital system or are they unique MRN’s from your system?** (for example, if you are a Hopkins affiliated practice, do you use the Hopkins MRN or do you have your own practice specific MRN?) Please note that all patients are required to have MRN or another unique identifier.

- We use hospital/system MRN    OR     We have our own practice-specific MRN

Please identify the hospital:

\_\_\_\_\_



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## Trigger Events

Criteria that trigger alerts to be sent are configurable for each participant. Please specify your preferences below by checking off a group of events or individual events.

We would like to receive alerts when the following events occur (choose all that apply):

<input type="checkbox"/> Admission/Registration – <i>recommended</i> <input type="checkbox"/> A01I - Inpatient Admission <input type="checkbox"/> A01E - Emergency Admission <input type="checkbox"/> A04E - Emergency Registration <input type="checkbox"/> A01O - Outpatient Admission <input type="checkbox"/> A04O - Outpatient Registration	<input type="checkbox"/> Discharge– <i>recommended</i> <input type="checkbox"/> A03I - Inpatient Discharge <input type="checkbox"/> A03E - Emergency Discharge <input type="checkbox"/> A03O - Outpatient Discharge
<input type="checkbox"/> Transfer– <i>recommended</i> <input type="checkbox"/> A06I –From Outpatient to Inpatient <input type="checkbox"/> A07O – From Inpatient to Outpatient	<input type="checkbox"/> Cancel <input type="checkbox"/> A11I – Cancel Inpatient Admission <input type="checkbox"/> A11E – Cancel Emergency Admission <input type="checkbox"/> A13I – Cancel Inpatient Discharge <input type="checkbox"/> A13E – Cancel Emergency Discharge
<input type="checkbox"/> CCD* <p style="text-align: center;">*CCD routing is only available via Direct</p>	

**CRISP strongly encourages you to only select those alerts that are most relevant to your needs. Some of our earliest participants report that subscribing to all possible alerts causes more traffic than what is necessary, making the service hard to manage.**



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## *Mechanism for Receiving Alerts*

Options for receiving alerts include:

- **Directly into a participant's existing electronic medical record (EMR) or other clinical system.** This option will involve the participant's technology team completing integration work to accept a message into the system. Messages can be sent to participants in HL7 format through a web services connection or via SFTP.

While this will allow a user to directly access alerts inside their Electronic Medical Record, it requires your EMR vendor to develop and implement an interface with CRISP. Your EMR vendor is likely to charge you to build this ability.

- **Via a CRISP DIRECT secure messaging inbox.** CRISP has a secure, encrypted messaging system that is analogous to email but can be used to exchange protected health information. CRISP can create a secure messaging email inbox for any participant, which can then be accessed via the internet or a desktop icon.

Users log into a web based e-mail program that will contain your alerts as secure e-mail messages. While this is the least time consuming, it does require you to remember a new username and password.

- **Via another DIRECT secure messaging inbox.** CRISP can send a secure email to any participant who is using another vendor's DIRECT compliant secure messaging service.

If your EMR vendor supports DIRECT secure messaging protocols, please contact them and ask for their ability to support DIRECT. Your EMR vendor may charge you to implement this capability.

- **Via ENS PROMPT.** ENS PROMPT is a secure, web-based tool to help your organization better manage your notifications. Some of the ENS PROMPT features include:
  - ENS alerts continuously stream in real time
  - FREE to all users with no user limit on organization
  - Filter notifications by frequent ER utilizers, frequent inpatient utilizers, and TCM-eligible patients
  - Download alert data in spreadsheet format
  - Search patients by name, patient complaint, diagnosis, or organization
  - Manage notifications by status – use ENS PROMPT tracking feature to mark patients complete and help with workflow



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**Our organization would like to receive alerts using the following mechanism:**

- Directly into existing system via:
  - TCP/IP over VPN
  - SFTP
  
- Via ENS PROMPT and/or CRISP Direct

*If you are using PROMPT, you will still need one user with a Direct account in order to send in your panel.*

**Please specify your recipients:**

Name	Email	Direct Email (if applicable)	Phone	PROMPT	Direct	Direct Frequency
				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Real Time <input type="checkbox"/> Daily <input type="checkbox"/> Weekly
				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Real Time <input type="checkbox"/> Daily <input type="checkbox"/> Weekly
				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Real Time <input type="checkbox"/> Daily <input type="checkbox"/> Weekly
				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Real Time <input type="checkbox"/> Daily <input type="checkbox"/> Weekly



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# Encounter Notification Service (ENS) Requirements


Chesapeake Regional Information System for Our Patients

## APPENDIX

### E-mail Style Notification:

Reply Forward Print Save

MARYLAND JACK DJO MRN: 33 EMERGENCY DISCHARGE  
CRISP to ... (Jan 07, 03:54 PM)

 **Encounter Notifications**

**JACK MARYLAND INPATIENT DISCHARGE**

**Patient Information:**  
Patient Name: JACK MARYLAND  
Gender: M  
DOB: 1901-01-01  
Address: 8181 MAIN STREET  
TOWSON, MD 21212

Home Phone: 4435551212  
Work Phone:  
Cell Phone:  
PCP: Dr. Jones, MD

**Facility Information:**  
Hospital Name: Suburban Hospital  
Hospital MRN: 9999999  
Event: Inpatient Discharge  
Event Time: Jan 1 2013 11:59PM  
Admit Reason: RIGHT HAND INJURY

**Your Facility Site:** Doctor Jones' Office  
**Your Facility MRN:** 33

**Additional Info:** [VHR Portal Link](#)

*You are receiving this message because you have requested Encounter Notifications from the statewide health information exchange for your patient panel. Any questions/concerns can be sent to: [alert.hie@crisphealth.org](mailto:alert.hie@crisphealth.org)*

Quick Reply

Send Save

### Spreadsheet Style Notification:



Sample output  
spreadsheet.xlsx

### ENS PROMPT:

ENS Encounter Notification Service PROMPT Proactive Management of Patient Transfers

Filter by Name or MRN

Any Participants (2) Add Filters

All Not Started In Progress Completed

# of Notifications: 505

STEPHAN WELLS (26182593) [Shohoke Hospital] 7/28/16 3:20 PM ER Discharge PEKCHHEAD INJ FAX90LT LEG PAIN/FOOTBALL

DARLA STARK (44925517) [Toronto General Hospital] 7/28/16 2:51 PM IW Admit QIG Stomach Pain XIPMAN ON BOTH SIDES

EVELVA CARSON (32209926) [Toronto Western Hospital] 7/28/16 7:39 AM IP Admit HEAD INJ THY262LOW R/P

MICHAEL ARNOLD (55925181) [Toronto General Hospital] 7/28/16 7:39 AM IP Admit WRC781 Stomach Pain CAR96LW R/P

KURT NIXON (75257961) [Sunnybrook Health Sciences Centre] 7/27/16 11:51 PM IW Registration 2E21 675 Stomach Pain TUG2LT LEG PAIN/FOOTBALL

963-379-9224 DOB: 8/21/69 Address: 855 Second Avenue, North York, ON M2N 6L9 City/State: Toronto, ON Race: Asian Ethnicity: Unknown PCP: Allison Carter NPI: 6258039716 ACO: MCOF AC20

Most Recent Event: Event Date: 7/27/16 11:51 PM Event Type: IW Registration Event Location: Sunnybrook Health Sciences Centre Practice Location: Chey Chase Hospital Service: Diagnostics Patient Diagnosis: TUG2 LT LEG PAIN/FOOTBALL Discharge Disposition: Admitted as an inpatient to this hospital Discharge to Location: Home Patient Complaint: 2E2167 Stomach Pain Admit Source: Emergency room

Status Log: 8/16/16 9:42 PM maggie.beauchamp@torontohealth.org set this notification to Completed

Event History: 6/22/16 9:25 AM Diagnosis: JADJLW R/P Complain: PAC19879Stomach Pain Toronto Western Hospital ER Discharge