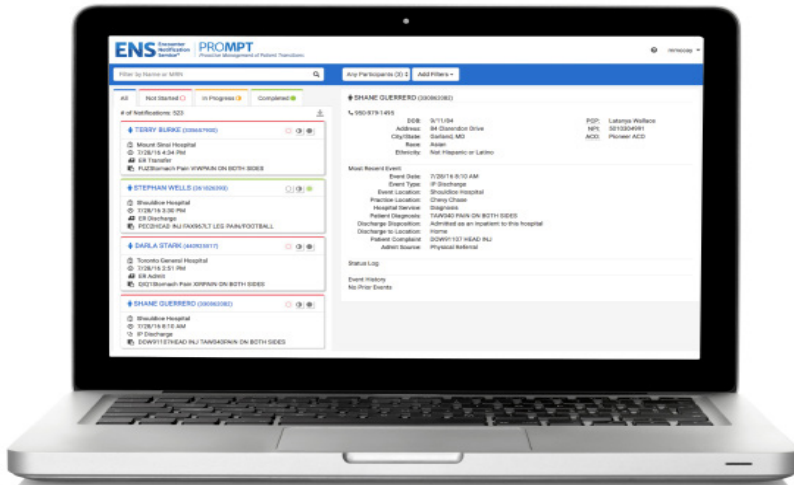


# CRISP Encounter Notification Service & ENS PROMPT

## Proactive Management of Patient Transitions



Do you know where your patients are? Since 2012, CRISP has been notifying providers in Maryland and DC when their patients have a hospital encounter. CRISP's ENS enables providers and care coordinators to receive real-time alerts when a patient has a hospital encounter. The service is offered in partnership with Maryland, the District of Columbia, Delaware, and some Virginia hospitals at **no cost** to provider organizations.

Organizations can customize ENS to receive the alerts that are most relevant to them, such as: hospital admission, hospital discharge, or emergency room visit.

### Benefits of Participating in ENS

- Real-time notification of your patients' hospital visits (admissions, discharges, or ER visits) for active patients in your practice
- **FREE** to any provider affiliated with a participating hospital in the HIE service area
- Proactively coordinate your patients' care and schedule any necessary follow-up treatment or visits
- In conjunction with the Clinical Query Portal, review medical records from your patient's hospital stay

ENS notifications can be delivered securely to providers and care coordinators via DIRECT email messaging. Use your organizations existing DIRECT address or obtain an account from CRISP at no cost. ENS notifications are also available through ENS PROMPT. ENS PROMPT is a secure, web-based tool to help your organization better manage your notifications.

### ENS PROMPT Features

- Encounter alerts continuously stream in real time
- **FREE** to all users with no user limit on organizations
- Advanced, custom filter capabilities including creating, saving, deleting, and searching filters.
- Download alert data in spreadsheet format
- View data spanning the past 30 days
- Search patients by name, complaint, diagnosis, or organization
- Manage notifications by status – use ENS PROMPT real-time tracking feature to mark patients complete and help with workflow
- View patients' readmission count
- View patients across multiple patient panels



# ENS PROMPT FAQ's

## How does ENS PROMPT work?

Your organization will provide a list of patients for whom you would like to receive alerts. If one of your patients – Mary for example – is admitted to the hospital, you will instantly receive an alert in ENS PROMPT telling you to which hospital Mary was admitted. You can also receive a notification upon Mary's discharge, at which time you can choose to log into the Clinical Query Portal and view Mary's clinical information that the hospital has shared with the HIE.

## Can I receive encounter notifications on any patient?

You can receive notifications for patients with whom you have a current treatment or care coordination relationship and when your role makes it generally appropriate to be informed about a hospitalization.

## Do I need to get my patients' permission?

Patients have the right to opt out of notifications and other HIE services. While only a small percentage of people typically choose not to participate, it is important that patients are given the opportunity to make an informed choice. Your organization will need to acknowledge participation in the health information exchange in your notice of privacy practices and maintain information on hand to provide to patients who may want to opt out.

## How soon after an encounter is the notification sent?

Information is received from hospitals in near real time and will send notifications within moments of an encounter being recorded in the hospital's own electronic medical record.

## Is there a cost for ENS PROMPT?

ENS is a service provided through participating with hospitals in the HIE service region. There is no cost for ambulatory providers.

## Who is eligible to participate in ENS PROMPT?

Any provider who sees patients who may be admitted to a hospital in Maryland or DC may sign up for ENS PROMPT. Even regional providers outside the state and district borders who see Maryland or DC patients are eligible to sign up.

## How do I Sign up for ENS PROMPT?

Please contact us at [support@crisphealth.org](mailto:support@crisphealth.org) or 877.95.CRISP (27477) and a CRISP team member will help you start the process.

For more information and to sign up for  
**Encounter Notification Service**  
call **1.877.95.CRISP (27477)** or  
email [support@crisphealth.org](mailto:support@crisphealth.org).



**CRISP**

Connecting Providers with Technology  
to Improve Patient Care Across the Region

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