



## CRISP's Unified Landing Page Overview: Webinar Q&A

### **1. Can you search for a patient up by medical record number?**

At the moment, no. We asked providers about this feature and the general feedback was that medical record number (MRN) searches too often prevented them from seeing patients that were "near matches" to their search query. These were records that they also wanted to review. MRNs also sometimes have leading zeroes, which can make a search by that number confusing.

That said, we are open to adding the feature in the future with enough feedback suggesting that the feature is valuable.

### **2. Are there any plans to include patient information from Veterans Administration Hospitals in CRISP?**

We hope to be able to make this connection soon, but the VA is undergoing some major changes to their Electronic Medical Record. The VA does have access to CRISP services, and uses CRISP today in support of the care of our veterans.

### **3. I'm in DC but don't seem to have access to query portal or patient snapshot. Why is that and what should I do?**

Query Portal is available for all providers in DC now. Snapshot has been rolled out in a limited fashion but will expand to more users soon. Please contact our Customer Care Team at 877-95-CRISP for access questions.

### **4. I am in Maryland. Can I review a patient's medication list (controlled and non-controlled drugs) from the Query Portal?**

Access is available in the PDMP tab for controlled substances. CRISP does not currently maintain a list of non-controlled drugs.

### **5. Can I obtain Patients Diagnostic Imaging report e.g. Colonoscopy or mammogram if they completed these procedures in another facility?**

Yes, you can see radiology reports from most of the region's hospitals and outpatient radiology centers. Please consult [www.crisphealth.org](http://www.crisphealth.org) and click *Connected Providers* to see the full list.

### **6. Is there a search feature that can take a provider directly to the information needed in the Query Portal? For example, can I search for a specific lab result or discharge summary?**

At the moment, no. Currently, we only support patient searches. This is a great suggestion, however, and we will scope it out as a potential enhancement.



**7. There are still hospitals who are not uploading info to CRISP in Maryland. Are there any plans for getting those hospitals to participate?**

All hospitals in Maryland and DC upload some information into CRISP. We are working to standardize and complete clinical document feeds that may not be part of a hospital's existing integration.

**8. Is it recommended that RN's use CRISP, or is it only for doctors to use?**

Yes, absolutely. CRISP is available to anyone with a treatment or care coordination role in a patient's care. Licensed Health Professionals can get access to CRISP as long as their organization is already a participant. Unlicensed personnel can get access as a delegate of any licensed health professional. Please contact our customer care team at 877-95-CRISP for more information.

**9. CRISP is not currently saving our layout configurations of clinical information from one session to the next. Is this going to be in addressed in near future?**

Yes, our users have previously reported this bug and it is scheduled for a fix in the first half of August. We appreciate the feedback alerting us to the bug.

**10. Is PDMP going to add methadone clinics to their database?**

Methadone clinics are not required to report to the Maryland PDMP. They fall under some exemptions to who must report dispensing data as a substance use treatment facility subject to 42 CFR Part 2 Federal regulations. Please see the MDH website for further detail on exemptions, particularly FAQ #1 and #4. <https://bha.health.maryland.gov/pdmp/Pages/Dispensers0106-5.aspx>

**11. How would I obtain access to CRISP?**

Navigate to our website [www.crisphealth.org](http://www.crisphealth.org) and click on "Register" under the section marked "Unified Landing Page."