



Why Patient Relationships Matter: Webinar Q&A

1. If a patient on our panel opts out, is the provider notified?
No, the provider is not notified. No ENS messages or clinical data will be present for patients who opt out. The only exception is the Prescription Drug Monitoring Program as required by law.
2. Where does one load the self-service panels?
There is a separate application that credentialed users can log into. Although it is currently a separate website, it will be incorporated into the Unified Landing Page shortly. Please contact the Customer Care Team (support@crisphealth.org) if you would like access to load your panels.
3. Can patients opt out of all information or is PDMP excluded from opt out?
PDMP is excluded from opt-out.
4. Can the patients see where their information is going?
Patients can contact CRISP to request a record of the providers who have accessed their data.
5. How are you able to have the webinar live stream to YouTube?
A member of our technical team had experience streaming on YouTube, so he was able to set it up.
6. How can we retrieve patients colonoscopy report? Apparently only the procedure report is obtainable in CRISP.
CRISP can only make reports available that are submitted to us. Please contact Michelle Rubin (michelle.rubin@crisphealth.org) if there is a specific piece of information from a source that we should work to receive.
7. Can we run patient population health management reports?
CRISP provides reports based on hospital casemix data and Medicare claims. The access and use of that information is governed through Data Use Agreements with the appropriate entities. If you would like to explore whether you can have access to those reports, please contact Paul Cummings (paul.cummings@crisphealth.org).