CRISP Portal vs. ULP Comparison

Updated 7/22/2022
Features in the Old and New Portal

Legacy: Unified Landing Page (ULP)
- Home
  - Patient Search
- Snapshot
- Health Records
- Imaging Worklist

New: CRISP Portal
- Home
  - Patient Search
  - Dashboard
- Clinical Information
Portal Home
Portal Dashboard Features

Patient Search

Dashboard
The Portal Patient Search will use the same matching algorithms as the ULP Patient Search.

Minimum search requirements:
- First Name
- Last Name
- Date of Birth

Gender and SSN can be added to patient search to narrow down search results.
Patient Results

The Portal Patient Results will use the same match scores as the ULP Patient Search.

The results of the Patient Search will appear in order of most likely to least likely matches.

Possible “match scores” include:

1. Certain
2. Probable
3. Possible
How do I launch an application?
Launching an Application

On patient selection, a user may select the app they would like to launch:

Alternatively, on patient selection, the Dashboard will be updated to include apps that require patient context:
Launching an Application

All applications will be displayed within the Portal:

You can navigate to other applications by using the Reports & Applications menu.
Launching an Application

If you’d like to collapse the Application menu to view the app in a larger screen, you can do so by clicking the arrow:
### Application Options

The following table lists all HIE services available for use by users approved by an HIE Admin. HIE Admins may or may not have the ability to grant users access depending on your organization type, job role, and participation agreement with CRISP.

**Services Available via an HIE Admin:**

<table>
<thead>
<tr>
<th>Service</th>
<th>Service Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clinical Information</td>
<td>Clinical Information gives providers the ability to access critical health information and alerts about patients, including medication data, lab results, radiology reports, encounter information and more.</td>
</tr>
<tr>
<td>Consent Tool</td>
<td>Enables users to register consents on behalf of their patients.</td>
</tr>
<tr>
<td>COVID-19 Lab Tools</td>
<td>Enables users to report individual COVID-19 test results in accordance with state mandates.</td>
</tr>
<tr>
<td>Emergency Department Advisory System (EDAS)</td>
<td>Enables access to show hospital diversion status to support EMS workflows.</td>
</tr>
<tr>
<td>Encounter Notification System (ENS)</td>
<td>Enables users to receive real-time alerts for patient healthcare events (hospital admissions, discharges, etc.). These are most delivered via the ENS PROMPT application.</td>
</tr>
<tr>
<td>Referral Portal</td>
<td>Enables users to track their patients' referral status.</td>
</tr>
<tr>
<td>Referral Portal-MCO</td>
<td>Enables MCO to approve/reject referrals being sent to a CBO.</td>
</tr>
<tr>
<td>Referrals</td>
<td>Referrals webform to capture and send referrals to CBOs.</td>
</tr>
<tr>
<td>SBIRT Reporting</td>
<td>MDPCP reporting tool for substance use Screening, Brief Intervention, and Referral to Treatment (SBIRT)</td>
</tr>
<tr>
<td>Screening</td>
<td>Enables completion of Social Determinants of Health screening.</td>
</tr>
<tr>
<td>Snapshot</td>
<td>Shows users an overview of patient information. Often used for those needing limited PHI access.</td>
</tr>
<tr>
<td>SNF Transfer to ED Form</td>
<td>Form approved by all hospitals in MD as an acceptable transfer form.</td>
</tr>
<tr>
<td>MOM Care Plan</td>
<td>Enables Case Managers to create care plans for mothers who are enrolled into the Maternal Opioid Misuse Program.</td>
</tr>
</tbody>
</table>
## Application Options

The following table lists all HIE services available for use by users approved by an HIE Technical User Support Team Member. HIE Technical User Support may or may not have the ability to grant users access depending on your organization type, job role, and participation agreement with CRISP.

### Services Available via HIE Technical User Support Request

<table>
<thead>
<tr>
<th>Service</th>
<th>Service Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>CBO Worklist</td>
<td>Enables Community Based Organizations (CBOs) to manage incoming referrals.</td>
</tr>
<tr>
<td>CRISP Reporting Services</td>
<td>CRS provides analytic reports and dashboards that support organizations with quality improvement, strategic planning, financial modeling, and other activities.</td>
</tr>
<tr>
<td>Direct Messaging</td>
<td>CRISP DIRECT Messaging is a secure and encrypted e-mail service that supports electronic communication between healthcare providers and between providers and CRISP.</td>
</tr>
<tr>
<td>Emergent Imaging</td>
<td>Enables faster, more effective diagnosis and treatment of strokes. Only members of stroke team at Comprehensive or Thrombectomy Capable Stroke Centers are eligible for access to Emergent, as no patient search is required and 72-hours’ worth of stroke images are made available.</td>
</tr>
<tr>
<td>HIE Admin Tool</td>
<td>Allows HIE Administrators to manage their colleagues’ HIE accounts. User account creation, HIE user verification, access to specific HIE Services, and employee turnover can all be handled via the tool.</td>
</tr>
<tr>
<td>PDMP</td>
<td>Access to the Maryland PDMP, which monitors controlled substances dispensed by MD prescribers.</td>
</tr>
<tr>
<td>Prescriber Reports</td>
<td>Access to Prescriber Reports, which includes Personal Controlled Substance Prescribing History, Electronic Unsolicited Reporting Notifications and more. Individual DEA required.</td>
</tr>
<tr>
<td>Transfer to PACS (TTP)</td>
<td>Allows users to download images into their image storage system, also known as PACs. User access is not automatic and must be approved by a PACS administrator before being granted. Upon request, Technical User Support will reach out to the Image Exchange Project Manager, who will reach out to the PACS Administrator to confirm.</td>
</tr>
</tbody>
</table>
Patient Opt Out

If you are launching an application for a patient that has opted out of CRISP, you may see the following message:

You have selected a patient that is not listed in your organization’s roster file. CRISP policy does not permit access to non-rostered patients. If you believe this is incorrect, please verify your organization’s roster and contact the CRISP Customer Care Team at 1-877-952-7477.
Where do I find the data I need?
Where to find data: Patient demographics

Unified Landing Page (ULP)
- Snapshot ➔ Patient Demographics

CRISP Portal
- Clinical Information ➔ Patient Information ➔ Demographics

Patient Demographics

<table>
<thead>
<tr>
<th>Name</th>
<th>Relation</th>
<th>Phone</th>
<th>Address</th>
<th>Date</th>
<th>Medicaid ID</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gilbert Grape</td>
<td>Self</td>
<td>(309)-999-4349</td>
<td>4145 EARL C ADKINS DR RIVER, WV 26000</td>
<td>04/21/2022</td>
<td>GG2223</td>
</tr>
<tr>
<td>STELLA GRAPE</td>
<td>W</td>
<td></td>
<td>4145 Earl C Adkins Dr River, WV 26000</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Where to find data: next of kin information

Unified Landing Page (ULP)
Snapshot ➔ Patient Demographics

CRISP Portal
Clinical Information ➔ Patient Information ➔ Next of Kin

Patient Demographics

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<tr>
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<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>ADKINS DR</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>RIVER, WV 26000</td>
<td></td>
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<td>Adkins Dr River,</td>
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<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>WV 26000</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Next of Kin

<table>
<thead>
<tr>
<th>JULIETTE LEWIS</th>
<th>99RESTA</th>
</tr>
</thead>
<tbody>
<tr>
<td>SO</td>
<td>Unknown Relationship</td>
</tr>
<tr>
<td>Phone (Mobile): (012)365-4789</td>
<td></td>
</tr>
</tbody>
</table>
Where to find data: PDMP

Unified Landing Page (ULP)

PDMP

CRISP Portal

Clinical Information ➔ Medication Management ➔ PDMP
Where to find data: PDMP Patient Advisories

Unified Landing Page (ULP)

PDMP

CRISP Portal

Clinical Information ➔ Medication Management ➔ Advisories
Where to find data: PDMP Interstate data

Unified Landing Page (ULP)
PDMP ➔ Select a State

CRISP Portal
Clinical Information ➔ Medication Management ➔ PDMP ➔ Query Additional States

Medications
- Norvasc 5 MG TABS
  - Date Filled: 2020-04-01
  - Quantity: 30
Where to find data: PDMP Prescriber Reports

Unified Landing Page (ULP)

Prescriber Reports

CRISP Portal

Prescriber Reports Application
Where to find data: Health Records

**Unified Landing Page (ULP)**

Health Records

**CRISP Portal**

Clinical Information ➔ Clinical Data ➔ Health Records
Where to find data: Imaging Worklist

**Unified Landing Page (ULP)**
- Imaging Worklist

**CRISP Portal**
- Clinical Information ➔ Clinical Data ➔ Health Records ➔ Imaging Worklist
Where to find data: Encounters from ADTs

Unified Landing Page (ULP)
Snapshot ➔ Encounters from ADTs

CRISP Portal
Clinical Information ➔ Clinical Data ➔ Encounters
Where to find data: Clinical Documents (CCDs)

**Unified Landing Page (ULP)**
- Snapshot ➔ Clinical Documents

**Clinical Documents**

<table>
<thead>
<tr>
<th>Date</th>
<th>Description</th>
<th>Source</th>
</tr>
</thead>
<tbody>
<tr>
<td>06/25/2021</td>
<td>Alerts Repository Document</td>
<td>CRISP</td>
</tr>
<tr>
<td>05/13/2021</td>
<td>Continuity of Care Document</td>
<td>West Virginia University Healthcare - TEST</td>
</tr>
<tr>
<td>05/06/2021</td>
<td>Lab Requisition Summary</td>
<td>West Virginia University Healthcare - TEST</td>
</tr>
<tr>
<td>04/22/2020</td>
<td>Clinical Document</td>
<td>Frederick Memorial Hospital</td>
</tr>
<tr>
<td>12/31/2019</td>
<td>Travel Summary</td>
<td>West Virginia University Healthcare - TEST</td>
</tr>
<tr>
<td>12/31/2019</td>
<td>Emergency Summary</td>
<td>West Virginia University Healthcare - TEST</td>
</tr>
</tbody>
</table>

**CRISP Portal**
- Clinical Information ➔ Clinical Data ➔ Structured Documents
Where to find data: Immunizations

Unified Landing Page (ULP)
Snapshot ➔ Immunizations

CRISP Portal
Clinical Information ➔ Clinical Data ➔ Immunizations
Where to find data: Care Team

Unified Landing Page (ULP)
Snapshot ➔ Care Team

CRISP Portal
Clinical Information ➔ Care Coordination ➔ Care Team
Where to find data: Care Alerts

Unified Landing Page (ULP)
Snapshot ➔ Care Alerts

CRISP Portal
Clinical Information ➔ Care Coordination ➔ Care Alerts
Where to find data: Advance Directives

**Unified Landing Page (ULP)**
Snapshot ➔ Advance Directives and Medical Orders

**CRISP Portal**
Clinical Information ➔ Care Coordination ➔ Advance Directives
Where to find data: Claims data

**Unified Landing Page (ULP)**

- **Snapshot ➔**
- Medications/Diagnoses/Procedures/Encounters from Claims

**CRISP Portal**

- **Clinical Information ➔ Data from Claims ➔**
- Medications/Diagnoses/Procedures/Encounters from Claims
Additional Features

Feedback

Application Search
Note: The CRISP Feedback site transmits data to our Customer Care Team via secure email, so PHI is allowed.