Why would I use it?

Use Case Scenarios

As an emergency room nurse, when a new patient arrives with no medical history, I want to be able to view available patient data outside of my EHR.

As a physician, I need to prescribe a controlled substance and therefore need to check the full medication history of my patient to prevent over-medication.

As a practitioner, I am viewing a patient’s chart and need to view additional information concerning an encounter.
How do I access it?

NAVIGATE TO
PORTAL.CRISPHEALTH.ORG

LOGIN WITH EMAIL AND PASSWORD
The login screen will look like:
Don’t have a Login?

Contact the CRISP Customer Care Team at 877-952-7477 or support@crisphealth.org to request access
Two-Factor Authentication

In order to improve security, CRISP requires that all users set up Two-Factor Authentication for their portal account.

For more information about setting up 2FA, see CRISP Portal Two-Factor Authentication Guide
Dashboard Features

- Patient Search
- Dashboard
- HIE Switch
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 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

<table>
<thead>
<tr>
<th>First Name</th>
<th>Last Name</th>
<th>DOB</th>
<th>Gender</th>
<th>Address</th>
<th>Match Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Anna</td>
<td>Cadence</td>
<td>11/19/1981</td>
<td>Female</td>
<td>1021 MAIN ST, COLUMBIA, MD, 21045</td>
<td>117 - probable</td>
</tr>
<tr>
<td>Anna</td>
<td>Cadence</td>
<td>11/19/1981</td>
<td>Female</td>
<td>1021 MAIN ST, COLUMBIA, MD, 21045</td>
<td>99 - possible</td>
</tr>
</tbody>
</table>
On launch, applications that **do not require patient context** will appear in the Dashboard beneath Patient Search.

For applications requiring patient context, users will need to search for a patient first.
## 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>
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:
Attest to Relationship

If you are launching an application for patient with whom you do not have an active relationship, you will be presented with the following message:

If you choose to Cancel, you will be taken back to Patient Search.
Attest to Relationship

If you would like to proceed, you will be asked to enter a reason for attesting to the relationship:

- New patient
- Treatment
- Care coordination
- Quality improvement
- Public health
Patient Opt Out

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

This patient has opted-out from having their data shared through the HIE. Only information required by law is available to treating providers. The patient may learn about their rights and opt back in by visiting https://www.crisphealth.org.
Additional Features

- Feedback
- Application Search
Additional Features

Feedback

Application Search

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