CRISP Services and Descriptions

Background

The following pages contain two tables listing all HIE services available for use by users approved by an HIE Admin or by CRISP Support. **HIE Admins may or may not have the ability to grant users access depending on your organization type, job role, participation agreement, and HIE region.** Please reach out to CRISP Support for questions or clarification by calling 877-952-7477 or emailing support@crisphealth.org.

Each table below provides information on the service name of the product or application, and a brief description of the service.

The first table lists the services an HIE Admin can credential users to access via the HIE Admin Tool.

The second table displays services an HIE Admin may request CRISP Support to provide to a user.

Again, access to the services listed below depends on organization type and agreements with CRISP. Please contact CRISP Support if you believe you should have access to one of these tools.

Adding Services Via HIE Admin Tool

See the HIE Admin Tool User Guide section 'Provisioning Services' for complete details on the process of adding HIE Services to users.

Reference Tables

CRISP User Support Contact Information

Phone & Email Address
P: 877.952.7477
E: support@crisphealth.org

TABLE 1: Services Available via HIE Admin Tool

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

TABLE 2: Services Available via CRISP Support Request

Contact Technical User Support (Contact Info Listed in Table 3) for services listed below:	
Service	**Service Description**
CRISP Reporting Services	CRS provides analytic reports and dashboards that support organizations with quality improvement, strategic planning, financial modeling, and other activities.
Direct Messaging	CRISP DIRECT Messaging is a secure and encrypted e-mail service that supports electronic communication between healthcare providers and between providers and CRISP.
Emergent Imaging	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.
HIE Admin Tool	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.
PDMP Maryland	Access to the Maryland PDMP, which monitors controlled substances dispensed by MD prescribers.
Prescriber Reports	Access to Prescriber Reports, which includes Personal Controlled Substance Prescribing History, Electronic Unsolicited Reporting Notifications and more. Individual DEA required.
Transfer to PACS (TTP)	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.
Panel Processor	Enables users to upload files to the HIE for ENS, COVID reporting, etc.