



CRISP

CARE ALERTS

What is a Care Alert?

A Care Alert is a brief, durable, useful, respectful free-text electronic note used to communicate 'need-to-know' information to all care team members to improve care, improve care coordination and/or reduce avoidable utilization.

Care Alerts are recommended for high-risk patients. The goal of a Care Alert is to help all clinicians, who encounter a vulnerable/complex patient, avoid clinical misadventures, including unnecessary and potentially harmful hospitalizations, testing, and treatment. Care Alerts are used to standardize the process of communicating actionable information about the patient at the point-of-care. Care Alerts facilitate care coordination between healthcare settings in order to support effective and efficient follow up that preserves patient safety and well-being.

What are the General Principles of Care Alerts?

- **Brief:** Convey information in a concise manner for easy reading.
- **Durable:** Include information that will remain relevant to the patient for several months.
- **Safe:** Avoid using absolutes (always, never) in consideration of provider clinical judgement
- **Respectful:** Use respectful language avoiding subjective or pejorative description of the patient.
- **Compliant:** Provide information that conforms to regulations regarding restricted disclosures (ex. 42 CFR part 2).

How Are Care Alerts Applicable to Me?

Emergency Departments

Care Alerts can provide summarized, actionable information to ensure patient and staff safety and to assist with evaluation, treatment, testing, and supporting documentation.

Inpatient Care Team

Care Alerts may assist with timely, safe discharges that consider care team and patient input and program/resource needs.

Ambulatory Care Settings

PCP's can use Care Alerts to offer suggestions regarding medical and/or non-medical patient needs or patterns, caregiver information or preferences. PCPs and staff may find important contact numbers for programs and resources who can assist with social barriers, often available via secure texting.

Care Alert Examples

Example 1: Structured free-text with sections

While being brief, consider which of these are most crucial:

Key Health Concerns

Key Issues

Actions for Consideration

Barriers to Care

Contact Information for Key People

Enrollment in any Care Programs

Example 2: Brief free-text note

Mr. Billy Brown is a patient working with the Queen Anne’s County Mobile Integrated Healthcare program.

This patient is motivated to work with PT. Should any questions arise please reach to Susan Smith, Community Paramedic, at 555-555-5555.

	C	D	E	F	G	H	I	J	K	L	M	N	T	U	AF	AQ	AR
	Patient_ID	First_Nam	Middle_N	Last_Nam	Name_Suf	Address_1	Address_2	City	State	Zip	Birthdate	Gender	Location	PCP	Care_Man	Care_Alert	Assigning_Authority_Code
1	210404861	Gail		Demo		3250 Crisp Way		Columbia	MD	21046	5/11/1952	F	OBGYN De Dr. Smith		344-333-1111	Patient has transportation issues.	ENS_SLRWDS
2	180034567	Coconut		Demo1		1500 Cocoa Butter W		Hanover	MD	21076	5/15/1956	F	Cardiology Dr. Doe		344-333-1111		
3	789098762	Panera		Demo2		1 thousand view roac		Columbia	MD	21046	5/12/1953	M	Internal M Dr. Smith		344-333-1111		
4	678456341	Solar		Demo3		6759 Winter Road		Hanover	MD	21076	5/13/1954	M	Cardiology Dr. Test		344-333-1112		
5	456345123	Caterina		Demo4		1734 Summer Road		Hanover	MD	21076	5/14/1955	M	Internal M Dr. Smith		344-333-1113		

Demonstration data only. No PHI is disclosed.

Sending Care Alerts to CRISP via Panels

- Add Care Alerts to your ENS Patient Panel in column AQ
- Include appropriate Assigning Authority Code (“source code”) in column AR
- Upload with the full ENS Panel or as a separate .csv file
(Please see the ENS [Panel Template](#))
- Care Alerts should be monitored with every upload, and note:
 - Source codes must be unique to individual organizations (i.e., practice)
 - Each organization can only have one Care Alert per patient
 - If you change the Care Alert on the panel, it overwrites the existing Care Alert
 - If you send the word DELETE in the Care Alert column, your existing care alert will be deleted
 - To change or update a Care Alert, enter new text in the Care Alert column

Sending Care Alerts to CRISP via Panels cont.

- **For Auto-Subscribe** practices, when submitting care alerts, a separate “Care Alert Only” panel will need to be submitted via Direct Email or the Self-Service Panel Loader.
- When submitting a separate file for Care Alerts, always keep a copy with the date submitted for your records.
- **For All ENS Panels** submitted, each time a full panel is uploaded, the Care Alerts will not be deleted or overwritten unless a new Care Alert is submitted, or you have typed ***Delete*** into the Care Alert Column.

1	MIRN	First Name	Last Name	DOB	Address 1	Address 2	City	State	Zip	Gender	SSN	Phone Number	Care Program	Care Manager	Care Manager Phone	PCP	Care Alert
2	12345	Jane	Doe	1/1/1965	1 Main St		Anywhere	MD	21243	F	123-45-6789	555-777-9999	MDPCP	Jon Snow	301-555-4444	Dr. Doolittle	Jane is a high needs patient who requires...
3	23456	Luke	Skywalker	12/31/1953	5 Meadow Ln		Outer Spac	MD	42456	M	789-12-3456	222-333-4444	MDPCP	Carmen Sandi	410-555-8888	Dr. Doolittle	Luke is enrolled in the following care management programs....

Demonstration data only. No PHI is disclosed.

For additional questions, contact your CRISP outreach representative or Jeffrey Bahen at jeffrey.bahen@crisphealth.org