

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

TABLE 1: SERVICES AVAILABLE VIA HIE ADMIN TOOL.....	2
TABLE 2: SERVICES AVAILABLE VIA CRISP SUPPORT REQUEST.....	3

CRISP User Support Contact Information

Phone & Email Address

Phone: 877.952.7477

Email: 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.
CSS Event Notification Delivery (CEND)	Enables users to receive real-time alerts for patient healthcare events (hospital admissions, discharges, etc.). Event Notifications are primarily delivered via the Population Explorer application, but can also be delivered via HL7, Managed File Transfer SFTP files or via EHR Inbasket.
Consent Tool	Enables users to register patient consent for Substance Use Disorder (SUD) and Mental Health (MH) data on behalf of their patients.
Emergency Department Advisory System (EDAS)	Enables access to show hospital diversion status to support EMS workflows.
MOM Care Plan	Enables Case Managers to create care plans for mothers who are enrolled into the Maternal Opioid Misuse Program.
Population Explorer	Offers a user-friendly interface for clinicians and care teams to review patient encounters from CEND, providing access to the latest encounters and six-month encounter history. <i>*Please note that access to panels in Population Explorer is granted by CRISP Support. If you are missing a panel that you believe you should have access to, please contact support@crisphealth.org for assistance.</i>
Referrals	Allows users to search Community Based Organizations (CBOs) to find community programs, create a patient referral to a CBO, and manage referrals sent to them all in one application
SBIRT Reporting	MDPCP reporting tool for substance use Screening, Brief Intervention, and Referral to Treatment (SBIRT)
SDOH Screening	Allows users to create assessments for a patient, view previously completed assessments, and view conditions assessed in screenings from other organizations
SNF Transfer to ED Form	Form approved by all hospitals in MD as an acceptable transfer form.

Table 2: Services Available via CRISP Support Request

Service	Service Description
CRISP Reporting Services (CRS)	CRS is currently a stand-alone portal with hundreds of valuable reports and dashboards that support organizations with quality improvement, strategic planning, financial modeling, and other activities. Some organizations have begun transitioning to CRS access via the CRISP Portal. This is an ongoing migration process.
CRISP Reporting Services – Role Manager	Access to the CRISP Reporting Services (CRS) application where these reports are housed is provisioned using Role Manager. Organizations have a CRS Point of Contact who provisions access to summary and/or patient level reports within CRS.
Emergent Imaging	Enables faster, more efficient 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 user access to the HIE Portal. User account creation or suspension, 90-day audit/user verification, and access to specific HIE Services are handled via the tool.
PDMP Maryland	Access to the Maryland Prescription Drug Monitoring Program data, which monitors controlled substances dispensed by Maryland prescribers.
Prescriber Reports	Access to Prescriber Reports, which include Personal Controlled Substance Prescribing History, Electronic Unsolicited Reporting Notifications and more. Individual DEA required.
Panel Processor	Enables users to upload patient panels to the HIE for CEND, COVID reporting, etc.
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.