

# HIE Admin Tool Training

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**Jessica Heslop**

Director of Engagement  
Strategy

**Kevin Phillip**

Communication Manager

**Laura Mosier**

Communications and  
Engagement Analyst



# Agenda

- 1 Background
- 2 Security Policies
- 3 Demo
- 4 Services
- 5 Questions

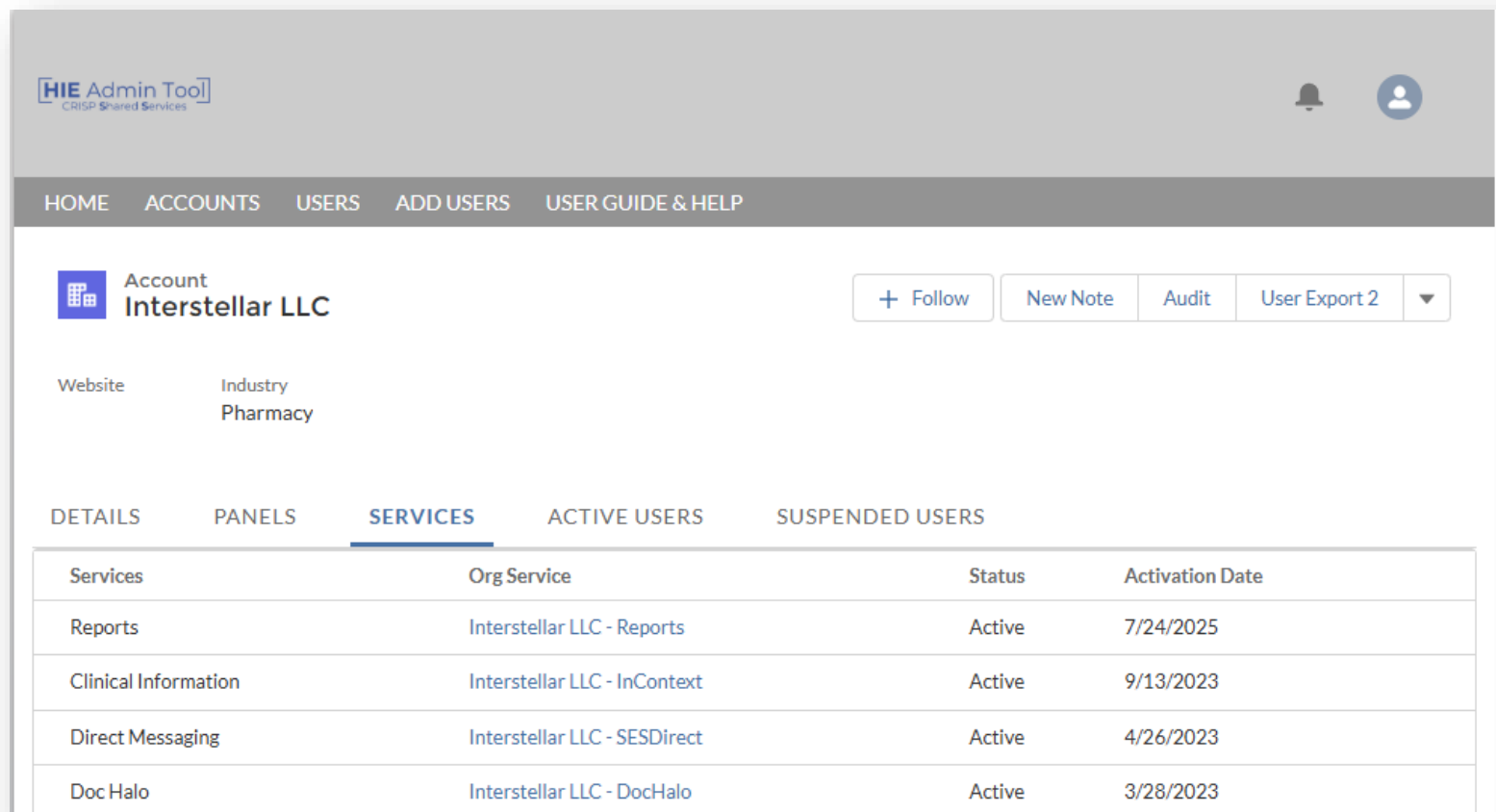


# Background

# HIE Admin Tool

## HIE Admin Tool:

Empower HIE administrators to efficiently manage user access, services, and security so their organizations stay compliant and fully connected to the HIE from day one.



The screenshot displays the HIE Admin Tool interface. At the top, there's a header with the tool's name and navigation links: HOME, ACCOUNTS, USERS, ADD USERS, and USER GUIDE & HELP. The main content area shows the 'Account' for 'Interstellar LLC'. Below this, there are tabs for DETAILS, PANELS, SERVICES (which is active), ACTIVE USERS, and SUSPENDED USERS. The 'SERVICES' tab displays a table of services provided to the account.

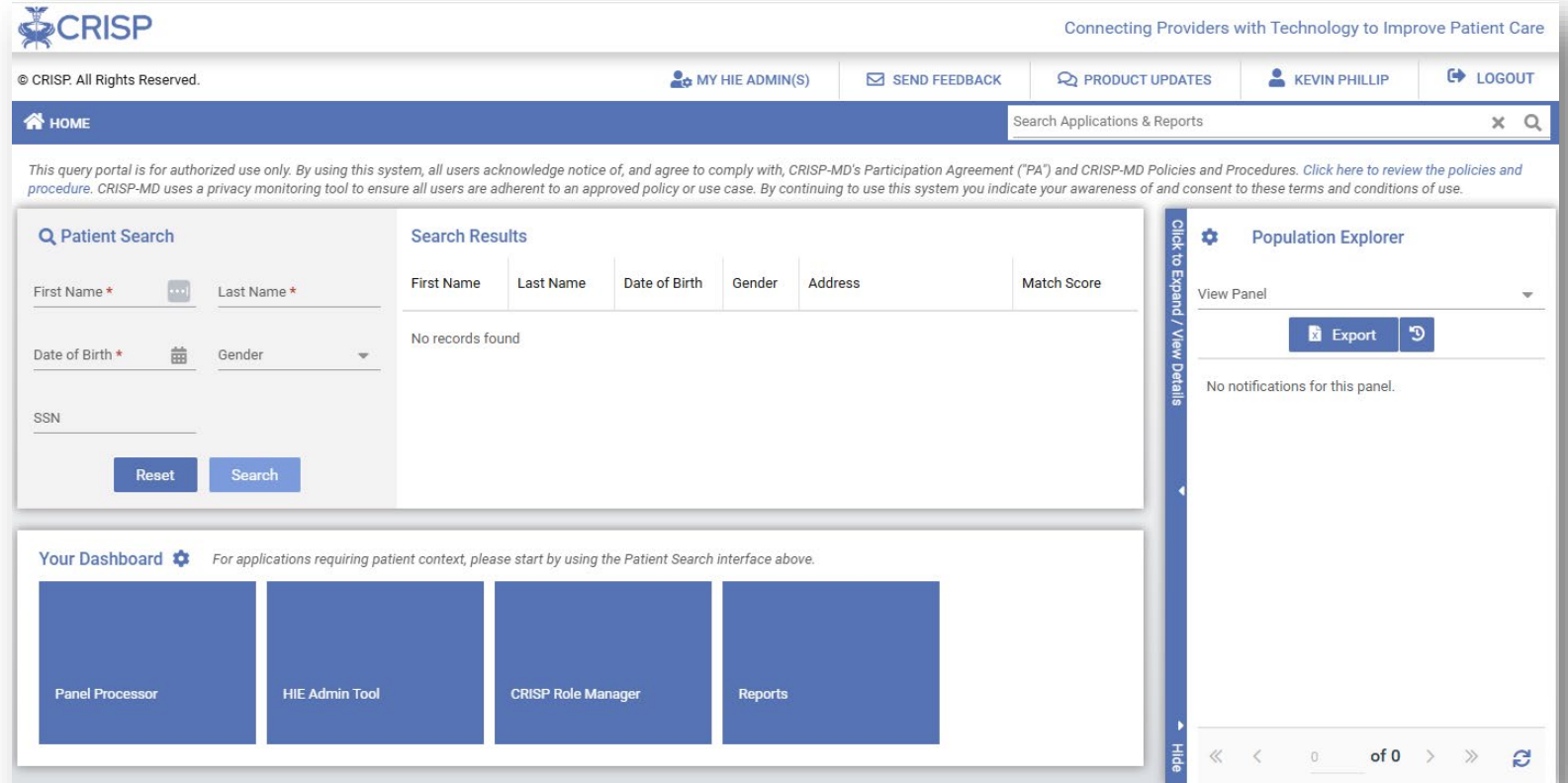
Services	Org Service	Status	Activation Date
Reports	<a href="#">Interstellar LLC - Reports</a>	Active	7/24/2025
Clinical Information	<a href="#">Interstellar LLC - InContext</a>	Active	9/13/2023
Direct Messaging	<a href="#">Interstellar LLC - SESDirect</a>	Active	4/26/2023
Doc Halo	<a href="#">Interstellar LLC - DocHalo</a>	Active	3/28/2023

# Access

## Portal:

The HIE Admin tool is located on the CRISP Portal.

<https://idp.crisphealth.org/#login>



The screenshot displays the CRISP Portal interface. At the top, the CRISP logo and tagline "Connecting Providers with Technology to Improve Patient Care" are visible. Below this, a navigation bar includes links for "MY HIE ADMIN(S)", "SEND FEEDBACK", "PRODUCT UPDATES", "KEVIN PHILLIP", and "LOGOUT". A search bar for "Search Applications & Reports" is also present.

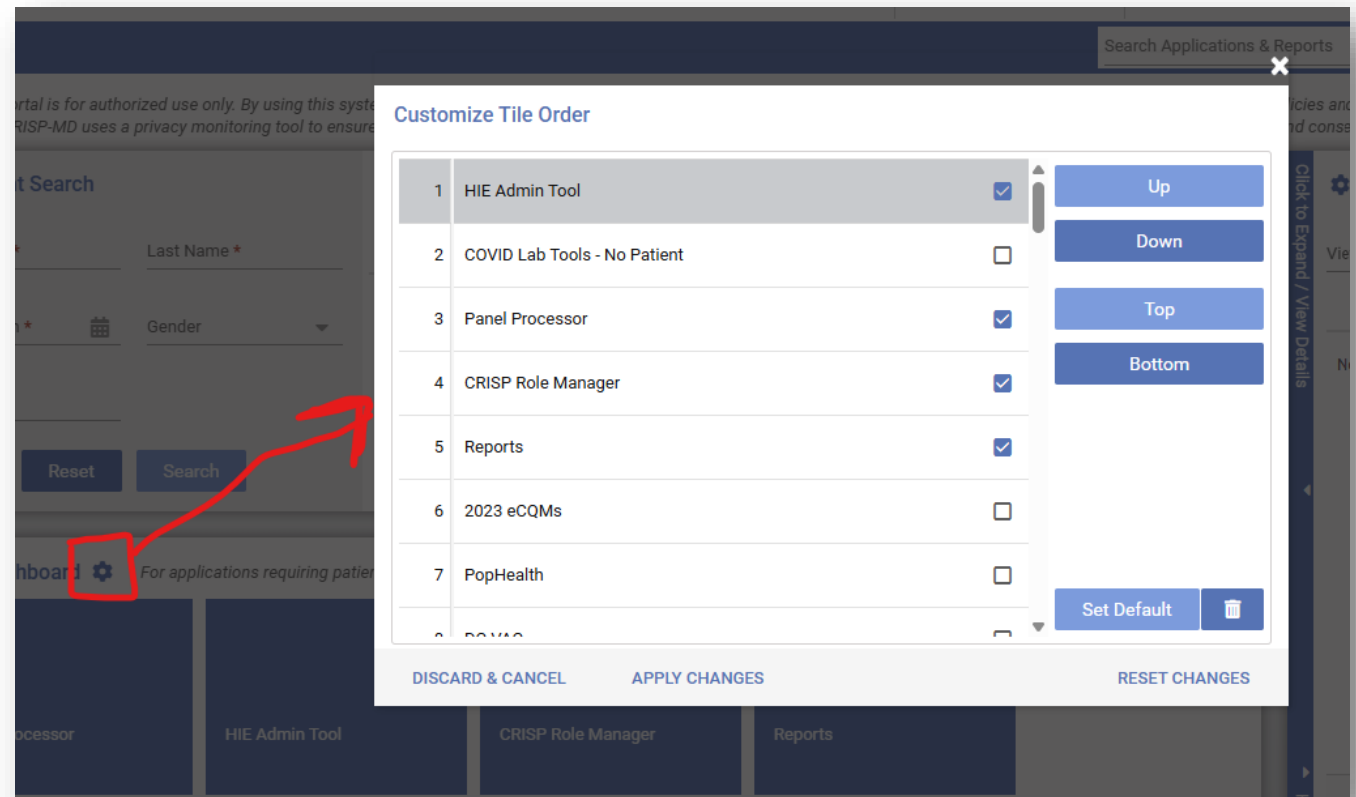
The main content area is divided into several sections:

- Patient Search:** A form with fields for "First Name", "Last Name", "Date of Birth", "Gender", and "SSN". It includes "Reset" and "Search" buttons.
- Search Results:** A table with columns for "First Name", "Last Name", "Date of Birth", "Gender", "Address", and "Match Score". It currently displays "No records found".
- Population Explorer:** A sidebar on the right with a "View Panel" dropdown, an "Export" button, and a notification area stating "No notifications for this panel."
- Your Dashboard:** A section at the bottom with a gear icon and a note: "For applications requiring patient context, please start by using the Patient Search interface above." It contains four blue tiles labeled "Panel Processor", "HIE Admin Tool", "CRISP Role Manager", and "Reports".

A vertical sidebar on the far right contains a "Click to Expand / View Details" link and a "Hide" button.

# Dashboard Customization

You can change the order of the Blue boxes in the Dashboard by clicking the gear icon.







# Security Policy



# User Audits



- **Quarterly Requirement:** HIE Administrators must verify each user every 90 days
- **Purpose:** Confirm whether members should maintain access to HIE resources.
  - Helps protect patients and their health information.
- **Consequence:** Unverified users will have their access suspended after 90 days.

# User Status



- **Active Users** – has access to HIE tools
- **Suspended Users** –access has lapsed due lack of HIE Admin auditing every 90 days.
- **Deactivated Users** –access has lapsed due to inactivity, inappropriate use, or changes to employment.
  - Re-activation of these users can only be done by CRISP Staff when HIE Admins contact them for assistance.

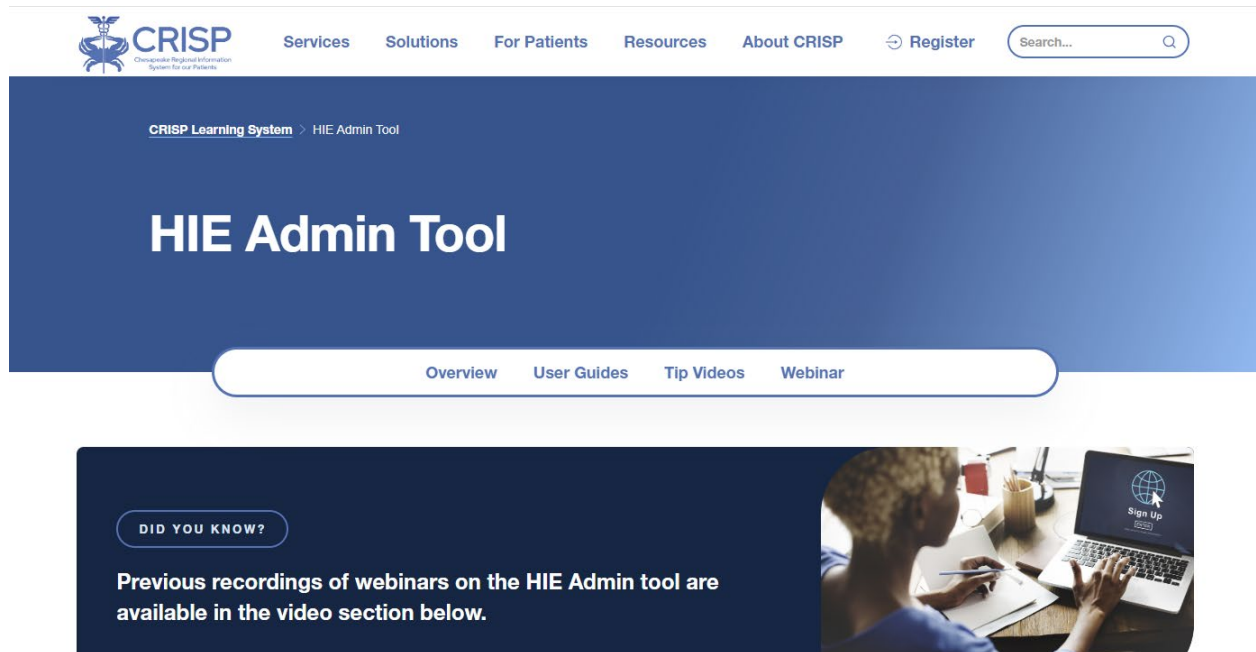


# HIE Admin Tool Demo



# Services

# Additional Resources



The screenshot shows the CRISP Learning System interface for the HIE Admin Tool. The top navigation bar includes links for Services, Solutions, For Patients, Resources, About CRISP, and a Register button. A search bar is also present. The main header area displays the CRISP Learning System logo and the HIE Admin Tool title. Below the title, there are tabs for Overview, User Guides, Tip Videos, and Webinar. A 'DID YOU KNOW?' section at the bottom left states: 'Previous recordings of webinars on the HIE Admin tool are available in the video section below.' To the right of this text is an image of a person working on a laptop.



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.
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

<https://www.crisphealth.org/learning-system/hie-admin-tool/>

# Products Domains/Services

## Portal

- Automatically Assigned During User Creation

## CEND

- Population Explorer

## InContext

- Clinical Information Service

## Consent

- Enables Registering Consent for Sensitive Data

## Reports

- CRISP Reporting Services

## Referrals

- Search CBO Programs & Send Referrals

## SDOH

- Allows for Completing SDOH Screening Assessments



# CRISP

Chesapeake Regional Information  
System for our Patients

## Questions?

User Guides, Training  
Videos, Fact Sheets can  
be found at:

[www.crisphealth.org/](http://www.crisphealth.org/)

***CRISP Support***

**[support@crisphealth.org](mailto:support@crisphealth.org)**

**877-952-7477**





# Appendix

# Products Domains

Portal

InContext

CEND

PDMP

Reports

Self Service

## Portal:

Provide an intuitive, all-in-one portal where users can securely search patients, launch applications, and navigate CRISP tools with speed and ease.

The screenshot displays the CRISP Patient Search interface. At the top, the CRISP logo and tagline "Connecting Providers with Technology to Improve Patient Care" are visible. Below the header, there are navigation links for "MY HIE ADMIN(S)", "SEND FEEDBACK", "PRODUCT UPDATES", "KEVIN PHILLIP", and "LOGOUT". A search bar labeled "Search Applications & Reports" is present. The main content area is divided into two sections: "Patient Search" and "Search Results".

**Patient Search:**

- First Name: Gilbert
- Last Name: Grape
- Date of Birth: 01/01/1984
- Gender: (dropdown menu)
- SSN: (input field)
- Buttons: Reset, Search

**Search Results:**

First Name	Last Name	Date of Birth	Gender	Address	Match Score
Gilbert	Grape	01/01/1984	Male	4145 Earl C ...	117 - p
Gilbert	Grape	01/01/1984	Female	1620 Eye Str...	117 - p
GILBERT	GRAPE	01/01/1984	Female	123 AUDACI...	117 - p
Gilbert	Grape	01/01/1984	Male	123 Fake Ro...	117 - p
Gilbert	Grape	01/01/1984	Female	28 Artisan P...	117 - p

**Population Explorer:**

- View Panel: (dropdown menu)
- Buttons: Export, Refresh
- Message: No notifications for this panel.

**Your Dashboard:**

- Panel Processor
- HIE Admin Tool
- CRISP Role Manager
- Reports

<https://idp.crisphealth.org/#login>

# Products Domains

Portal

**InContext**

CEND

PDMP

Reports

Self Service

## InContext:

InContext embeds real-time, cross-organizational clinical data directly into the EHR workflow & Portal, giving providers seamless access to the information they need to coordinate care and improve patient outcomes

The screenshot displays the 'HIE InContext' interface for a patient named Gilbert AL Grape, Female, born Jan 1, 1984. The 'IMMUNIZATIONS' tab is selected, showing a table of administered vaccines. The table has two columns: 'Administered Date' and 'Vaccine'. The data rows show dates from 2024-10-05 to 2025-01-16, with corresponding vaccine names like Hib, Pneumo-Conjugate 20, and COVID-19 mRNA. The interface includes a search bar, a filter icon, and a download icon. At the bottom, it shows 'Rows per page: 25' and '1-6 of 6'.

Administered Date ↓	Vaccine
> 2025-01-16	Hib
> 2025-01-14	Pneumo-Conjugate 20
> 2025-01-13	influenza, recombinant, inject, p-free
> 2024-11-25	COV-19,mRNA,LNP-S,PF,30/0.3,tris-suc
> 2024-10-22	influenza, recombinant, inject, p-free
> 2024-10-05	DtaP

Available through Portal or EHR

# Products Domains

Portal

**InContext**

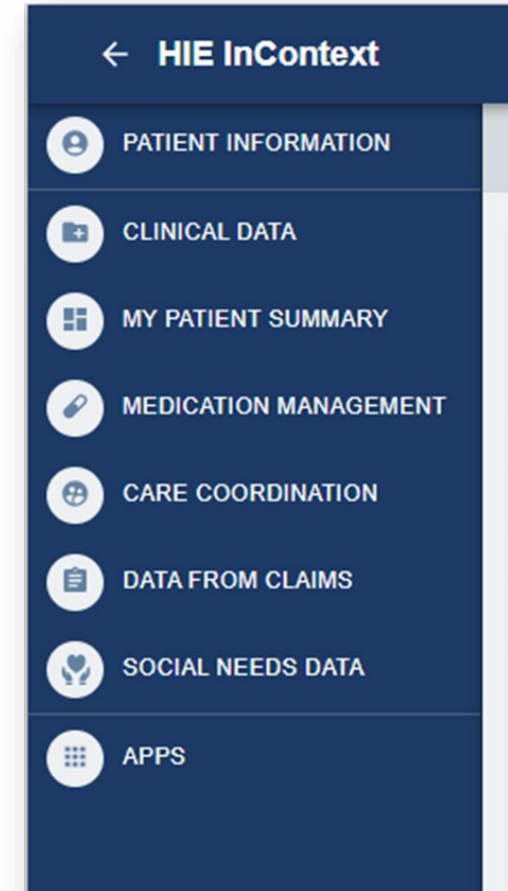
CEND

PDMP

Reports

Self Service

- **Demographics**
  - Next of Kin
- **Medication Management**
  - PDMP; Medications from CCDs
- **Clinical Data**
  - Encounters; Clinical Notes; Labs; Radiology Reports
  - CCDs
    - Problems, Allergies, Immunizations, Vitals\*, Procedures\*
- **Care Coordination**
  - Care Team
- **Claims**
- **Social Needs**
- **NEW: My Patient Summary**



# Products Domains

Portal

InContext

CEND

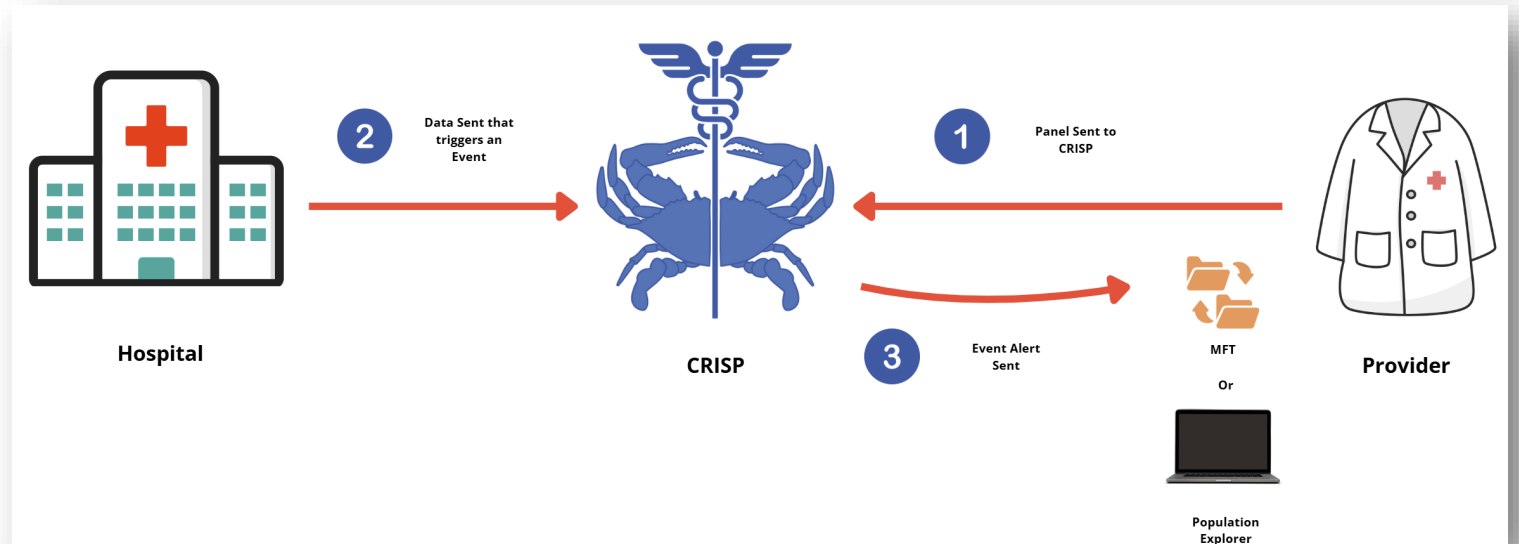
PDMP

Reports

Self Service

## CEND:

Deliver real-time, customizable health event alerts that keep care teams connected to their patients' most important encounters and risks.



# Products Domains

Portal

InContext

CEND

PDMP

Reports

Self Service

## Population Explorer:

Transform patient alerts into actionable insights with an intuitive portal view of encounters and care history

The screenshot displays the 'Population Explorer' interface. At the top, there's a 'View Panel' dropdown set to 'DC Demo Panel 2 (DC\_C)', along with 'Export' and 'Configure Advanced Filter' buttons. Below this is a 'DETAIL' tab and a 'TABLE' view. The 'Display Type' is set to 'All'. A list of patients is shown, including STEIN\_DEMO, BARBARA, PAYNE\_DEMO, SASHA, MOORE\_DEMO, MICHAEL, and JONES\_DEMO, OLIVIA. The patient PAYNE\_DEMO, SASHA is selected, and her details are shown on the right. The 'Follow-Up Status' is 'Not Started'. The 'Patient Demographics' section shows her first name as SASHA, middle name as PAYNE\_DEMO, last name as PAYNE\_DEMO, gender as Female, address as PO BOX 99887, BETHESDA, MD, 20814, home phone, work phone, and date of birth as 1983-06-01. On the far right, there's a 'Quick Filter' section with 'Encounter Type' set to 'Inpatient' and an 'APPLY' button. Below this is a 'Saved Filters' section with a 'Load' button and 'Clear Filters' and 'Save Current Filter' buttons.

Patient Name	DOB	Admit Date	Gender	Notification Type	Facility
STEIN_DEMO, BARBARA	1941-06-01	2024-02-02 04:31 PM	Female	Inpatient Encounter	NATIONAL REHABILITATION HOSPITAL I
PAYNE_DEMO, SASHA	1983-06-01	2024-02-02 08:24 AM	Female	Inpatient Encounter	Sibley Memorial Hospital
MOORE_DEMO, MICHAEL	1984-06-01	2024-02-01 08:40 PM	Male	Inpatient Encounter	Medstar Georgetown University Hospital
JONES_DEMO, OLIVIA	2024-06-01	2024-01-31 06:48 PM	Female		

**Patient Details for PAYNE\_DEMO, SASHA:**

- Follow-Up Status:** Not Started
- Patient Demographics:**
  - First Name: SASHA
  - Middle Name: PAYNE\_DEMO
  - Last Name: PAYNE\_DEMO
  - Gender: Female
  - Address: PO BOX 99887, BETHESDA, MD, 20814
  - Home Phone:
  - Work Phone:
  - Date of Birth: 1983-06-01

# Products Domains

Portal

InContext

CEND

PDMP

CRS

Self Service

## PDMP:

Equip providers with timely, integrated insights into controlled substance prescriptions to support safe prescribing, prevent misuse, and improve patient care.

The screenshot displays the PDMP web application interface. At the top, there is a blue header bar with a 'HOME' icon and a search bar labeled 'Search Applications & Reports'. Below the header, a sidebar on the left contains a 'Reports & Applications' menu with options: 'Prescriber Reports' (highlighted), 'Referral Portal', 'Provider Directory', and 'Delegator Dashboard'. The main content area is titled 'Prescriber Reports' and features a sub-menu with 'Personal CS Prescribing History', 'Unsolicited Reports', 'Prescriber Insights', 'Buprenorphine Report', and 'Prescriber Utilization'. The 'My Prescriptions' section is active, showing a 'Run Query' button and a link to 'Report lost or stolen prescription pads to the Board of Pharmacy'. Below this, there are input fields for 'Patient First Name', 'Patient Last Name', 'Dispenser Name', 'Prescriber DEA(s)', and 'Prescription Number'.

Prescriber Insights Report



# Products Domains

Portal

InContext

CEND

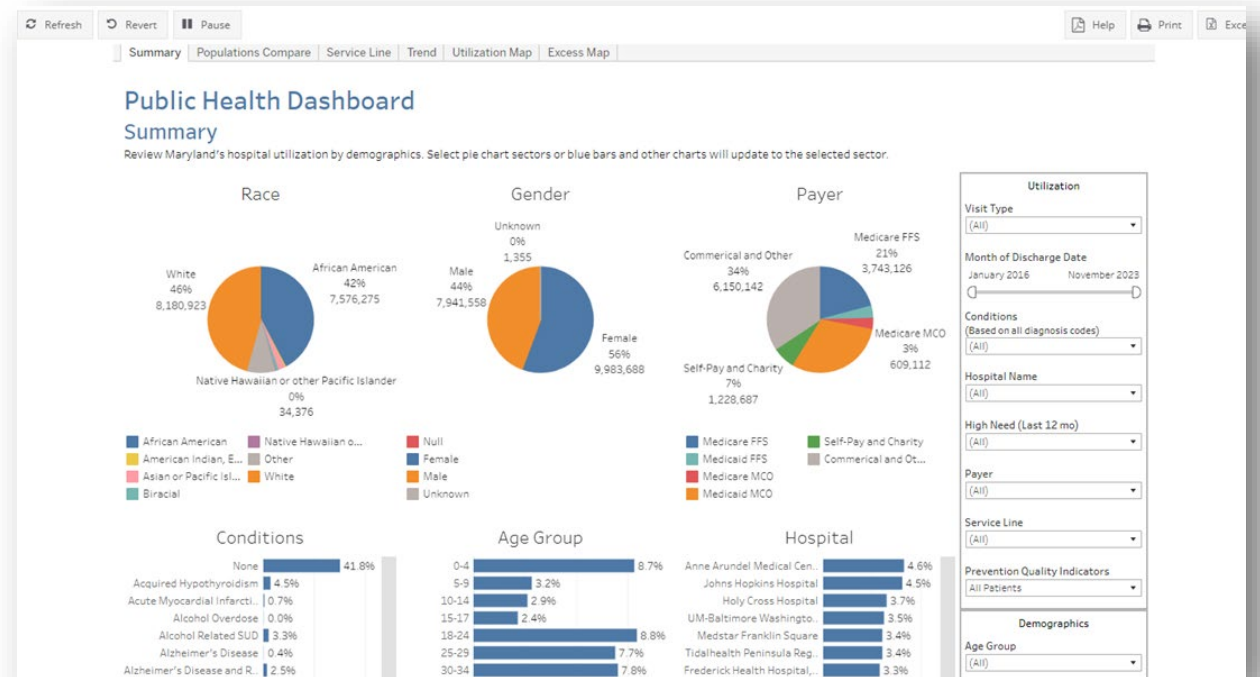
PDMP

Reports

Self Service

## Reports:

Delivers comprehensive, easy-to-access dashboards & reports—integrating multiple diverse data sets—so organizations can monitor performance, track outcomes, and identify opportunities for improvement.



# Products Domains

Portal

InContext

CEND

PDMP

Reports

Self Service

## Self Service:

Empower health care organizations to manage users, configure reporting access, and process patient panels securely and efficiently—giving teams control and flexibility while maintaining compliance and data integrity.

The screenshot shows the 'Panel Processor' web application. At the top is a dark blue header with the title 'Panel Processor'. Below the header is a navigation bar with three tabs: 'Upload File', 'Upload History', and 'Panel Management'. The 'Upload File' tab is active. The main content area is divided into two steps: Step 1, 'Select Template', and Step 2, 'Upload File'. Step 1 is currently active. Under Step 1, there is a 'Template Selection' section with a checkmark icon. It includes a dropdown menu labeled 'Select Template File' with 'CEND Patient Panel' selected. Below this, it says 'Selected Template: CEND Patient Panel' and has a 'Download Template' button. Step 2, 'Panel Selection', is partially visible below Step 1. It has a heading 'Panel Selection' and a text prompt 'Please select the panel you would like to update'. Below this is a dropdown menu labeled 'Please select panel code'. At the bottom left of the form, there is a 'Next' button.

Panel Processor

# Products Domains

InContext

CEND

PDMP

Reports

Self Service

Consent

## Consent:

Provides a flexible, secure solution for managing patient consent for sensitive data sharing—supporting patient control of behavioral health, reproductive health, and other protected information.

The screenshot displays the CRISP Consent interface. At the top, there is a navigation bar with the CRISP logo and links for 'Consent' and 'Consent History'. Below this, a status bar indicates 'Consent Status: Opted to Disclose All SUD Treatment Data, Expiration Date: Does Not Expire' with a 'Dismiss' button. The main content area is titled 'Type and Amount of Data and Purpose of Disclosure' and includes a 'Next' button. Under the 'Purpose' section, it states: 'The information shared will be used for purposes of treatment, payment, and health care operations as defined by HIPAA. The information to be shared could include but may not be limited to clinical documents, lab results, hospital discharge summaries, medication information, and claims data relating to my Substance Use Disorder treatment.' Below this, the 'Consent Options' section shows a radio button selected for 'Disclose All Substance Use Disorder and Mental Health Data for TPO Purposes', with a description: 'This information could include my treatment plan, medications, laboratory results, clinical notes, health care encounters, claims information, and other data about my Substance Use Disorder and/or Mental Health care.'

# Products Domains

CEND

PDMP

Reports

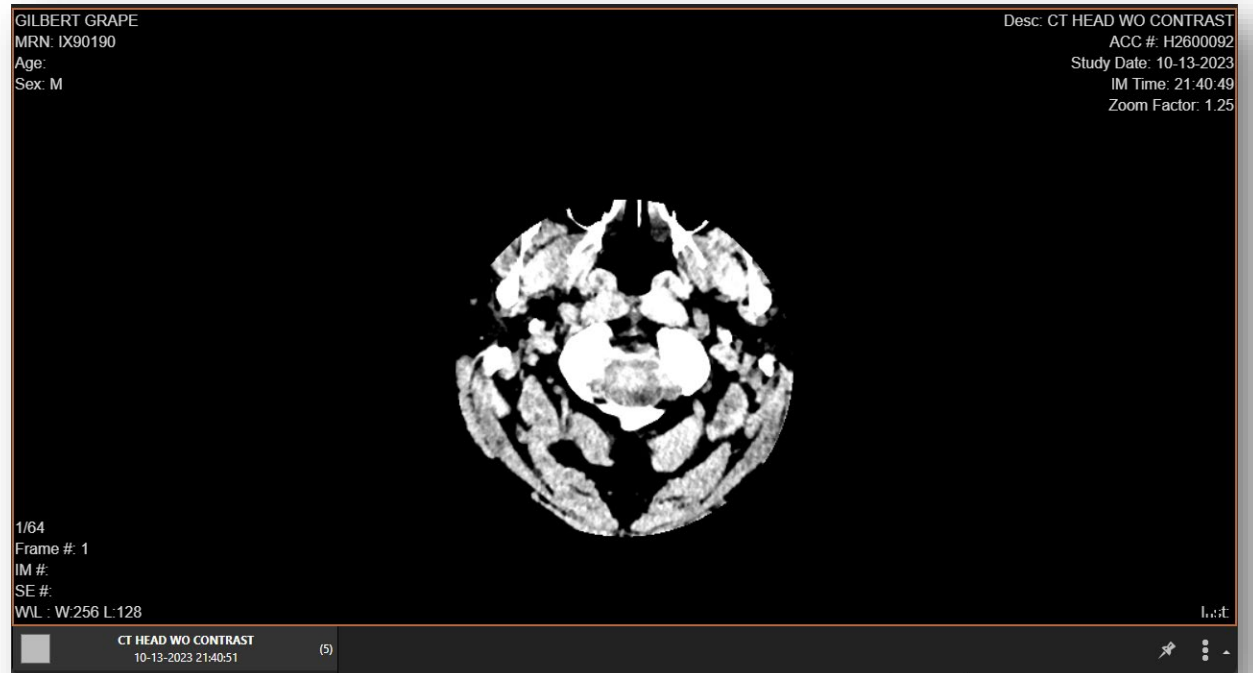
Self Service

Consent

Imaging

## Imaging:

Secure, centralized access to patient diagnostic images for faster, collaborative care.



# Products Domains

PDMP

Reports

Self Service

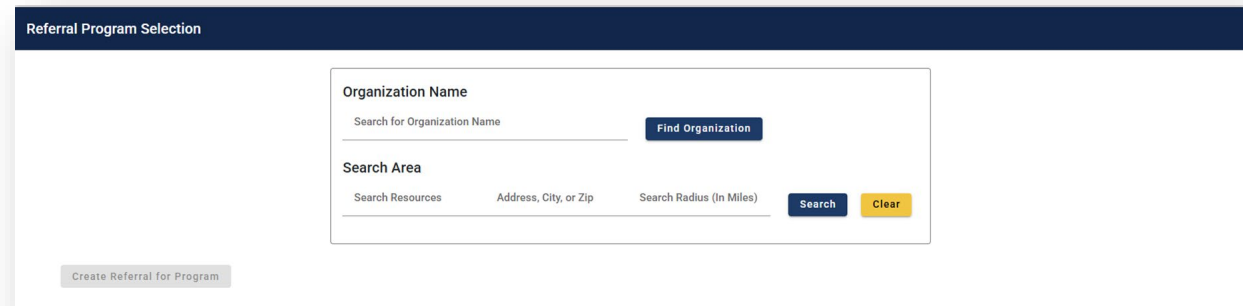
Consent

Imaging

SDOH

## Social Determinants of Health (SDOH):

Empowers providers to integrate SDOH data into care, enabling coordinated, informed clinical decisions and streamlined referrals to community resources.



The screenshot shows a web interface titled "Referral Program Selection". It features a search form with two main sections: "Organization Name" and "Search Area". The "Organization Name" section has a text input field labeled "Search for Organization Name" and a blue "Find Organization" button. The "Search Area" section has three text input fields: "Search Resources", "Address, City, or Zip", and "Search Radius (In Miles)". Below these fields are two buttons: a blue "Search" button and a yellow "Clear" button. At the bottom left of the form, there is a grey button labeled "Create Referral for Program".

Program Directory Used to Make Referrals