

# InContext User Guide

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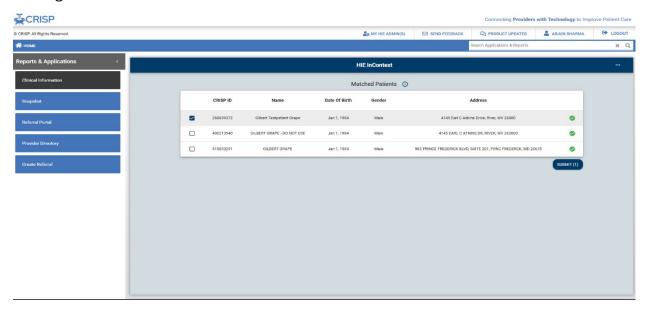
## InContext User Guide

0	OVERVIEW				
1	APPLICATION NAVIGATION	3			
	1.1 Patient Match: List of Patient Identities	3			
	1.2 Menu Items: How to Navigate	4			
	1.3 REFINING PATIENT DATA: QUICK ACCESS				
	1.4 Customization Application Tab Arrangement	6			
	1.5 Application Resources	7			
2	APPLICATION SECTIONS	7			
	2.1 Patient Information: Demographics	8			
	2.2 DASHBOARD: MY PATIENT SUMMARY				
	2.3 MEDICATION MANAGEMENT				
	2.4 CLINICAL DATA				
	2.5 Care Coordination				
	2.6 SOCIAL NEEDS DATA	13			
	2.7 Data from Claims	14			
	2.8 Apps	14			



### Overview

InContext is an app that delivers high-level information designed to support clinical decision-making by sharing key information on the patient's health. The InContext app is available to be accessed from within the user's EHR workflow &/or via the CRISP portal by clicking into the clinical information section.



The HIE InContext platform gives providers the ability to access critical health information and alerts about patients such as prescription data, lab results, radiology reports, etc. The platform provides access to two major applications: CRISP Health Records and PDMP.

Key features of InContext include:

- Patient Information relating to the demographics profile that CRISP has on file
  plus a Next of Kin section with information on persons the patient has a personal or
  non-healthcare-specific professional relationship with (i.e., a patient's partner,
  nearest relatives, etc.)
- Medication Management including Advisories, Prescription Drug Monitoring
   Program (PDMP), and PDMP Interstate Sharing, Medications parsed from CCDs.
- **Clinical Data** including Health Records, Encounters, Problems, Immunizations, Allergies, Vitals and Structured Documents (Continuity of Care)
- Care Coordination inclusive of Care Teams, Care Alerts, Referral History, and Advance Directives
- Social Needs Data organized by Assessments and Conditions



 Data from Claims for Maryland, District of Columbia, West Virginia and Kentucky available to all providers through their point of care tools; this includes Medications, Diagnoses, Procedures, and Encounters

For any customer support items, a user should share issues to the CRISP Shared Services Customer Care Team by emailing support@crisphealth.org or calling 877-952-7477.

### 1 Application Navigation

### 1.1 Patient Match: List of Patient Identities

The Patient List displays all possible identity matches based on the patient information your EHR has sent to the HIE. The HIE receives data from many sources. The demographics can differ for each source. We use the MPI to try to match these records but sometimes can't and so we get multiple identities. Each patient will have a "Match Score" which will tell you how closely the patient matches the information sent to the HIE. A patient can either be "Probable" or "Possible".

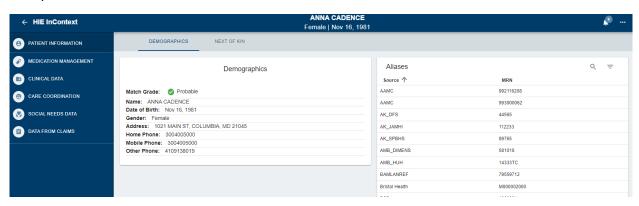
Enterprise ID: You may not see this screen if there are not multiple patient identities, the HIE will try to identify the patient in our Master Patient Index and if an exact match is found we will take you directly into the patient information, assuming this patient is on your panel.

		٠	IIE InContext				
Matched Patients ①							
CRISP ID	Name	Date Of Birth	Gender	Address			
79559712	ANNA CADENCE	Nov 16, 1981	Female	1021 MAIN ST, COLUMBIA, MD 21045	<b>Ø</b>		
80003122	Anna Cadence	Nov 16, 1981	Female	Unknown	<b>Ø</b>		
81222440	Anna Cadence	Nov 16, 1981	Unknown	1212 Eight Mile Rd, Baltimore, MD 21231	<b>Ø</b>		
81733470	Anna Cadence	Nov 16, 1981	Female	123 Epic St, Los Angeles, CA 90210	<b>Ø</b>		
81957879	ANNA CADENCE	Nov 16, 1981	Female	32 main, Owings Mills, MD 21117	<b>Ø</b>		
81997178	ANNA CADENCE	Nov 16, 1981	Female	Unknown	<b>Ø</b>		
81997198	ANNA CADENCE	Nov 16, 1981	Female	Unknown	<b>Ø</b>		
81997204	ANNA CADENCE	Nov 16, 1981	Female	Unknown	<b>Ø</b>		



### 1.2 Menu Items: How to Navigate

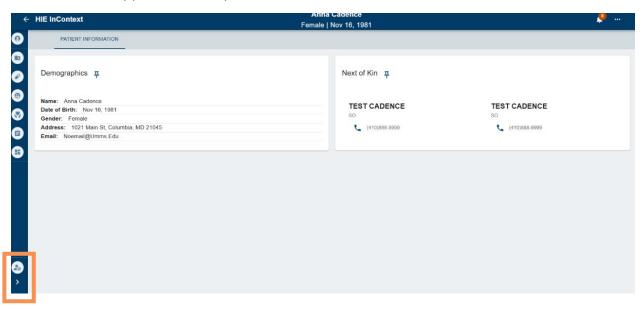
In **larger screen sizes**, the app menu will appear on the left side. Use this left menu to navigate to the other sections of the app. If you minimize your screen size, this menu will collapse.



If you'd like to go back to the patient list, click the Back icon.



In **smaller screen sizes**, the app menu will be collapsed. In order to navigate to other sections of the app, click the Expand Menu icon in the bottom left corner.

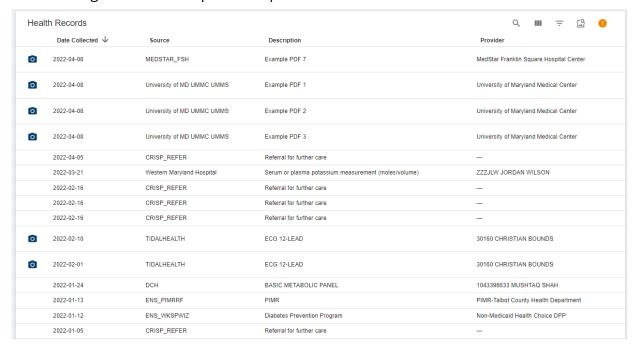




### 1.3 Refining Patient Data: Quick Access

Data is primarily displayed in tables, enabling a user to quickly search and identify information they are interested in reviewing.

The following table features promote quick access to information:



**Sort**: All columns in tables can be sorted in ascending and descending order. Click on the column name to sort the table by that column's data.

View: Table columns can be added and removed to change the display.

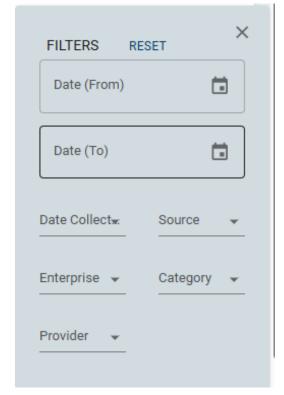


Search: All data in the tables - and underlying records - will be filtered for the search content value that is entered into the search

textbox



Filter: Specific columns can be filtered for values in order to display specific information of interest to the user.

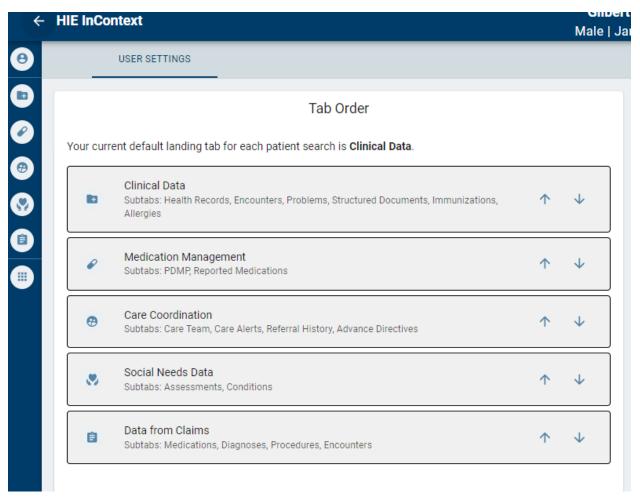




### 1.4 Customization Application Tab Arrangement

The InContext Application allows users to customize their view in multiple ways, enabling a more personalized InContext experience. Customization is designed to enhance a user's workflow by allowing them to prioritize the most used sections of InContext in their default view of the application.

Users can reorder their tab arrangement by going into the user settings and using the arrows. The upper most tab will be the default landing page when users log into the app.



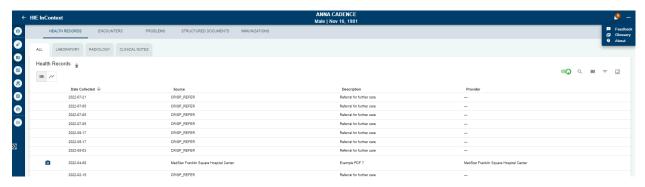


### 1.5 Application Resources

The **user feedback** feature provides the ability to submit comments and/or suggestions for the app. By navigating to the App menu (top right corner – indicated by ellipses), a user can click on the 'Feedback' option.

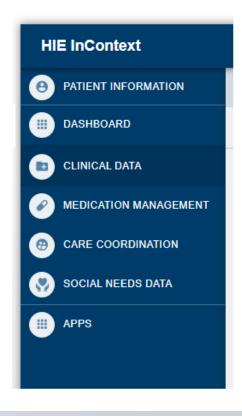
The "Glossary" feature provides more information about all the app data and features including icons. By navigating to the App menu (top right corner – indicating by ellipses), a user can click on the 'Glossary' option.

The "About" feature provides information about the version of the app and link to the Release Notes. By navigating to the App menu (top right corner – indicating by ellipses), a user can click on the 'Glossary' option.



### 2 Application Sections

There are seven sections in the left navigation menu of InContext: (1) Patient Information (2) Dashboard: My Patient Summary, (3) Clinical Data, (4) Medication Management, (5) Care Coordination, (6) Social Needs Data, (7) Data From Claims and (8) Apps. Continuing reading for more detailed information on each of these sections below.



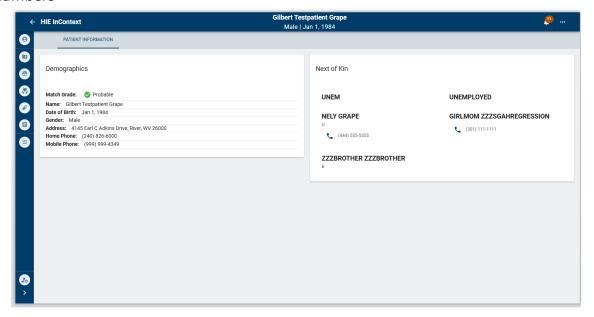


### 2.1 Patient Information: Demographics

The Patient Demographics Information is displayed in two places:

Along the header: First name, Last name, Gender and Date of Birth will also be visible to compare against EHR information

On the Patient Information tab: Further contract information including address and phone numbers



Note: Additional identifiable information on Source codes and MRNs is displayed to the right

The Infection Control alerts are high priority alerts that will be displayed in the header section. The following alert types fall under the "Infection Control" category: CRE (Carbapenem—resistant Enterobacteriaceae), Zika, and C. Diff (Clostridioides difficile).

The Next of Kin displays the patient's nearest relative or relatives and their contact information.

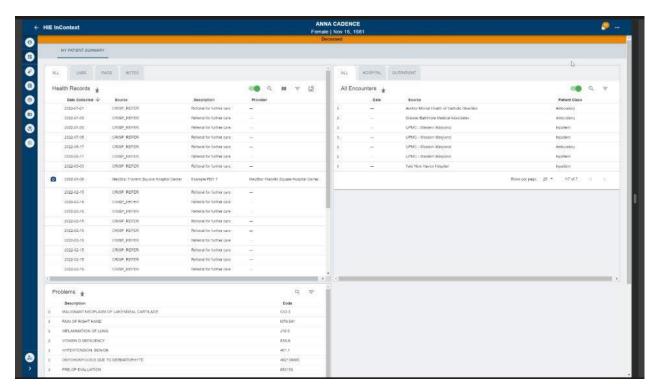
### 2.2 Dashboard: My Patient Summary

My Patient Summary is a customizable landing page that allows users to find the information they need more quickly without clicking into multiple tabs.

- Users can pin and unpin tables
- Size their window
- Set the tab as their landing page
- Pin a max of 8 tables

 Reorder their pinned tabs uing the 4-arrow button on the top right of a pinned tab





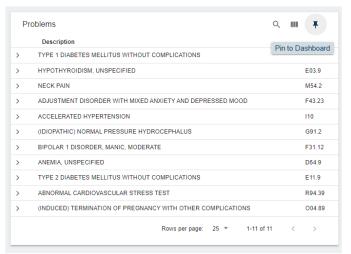
My Patient Summary is a personalized space to centralize all essential information in one location. To customize your dashboard, follow these steps:

Navigate: Identify which subtabs you wish to include in the tab.

Pin: Click the pin icon next to any subtab to add it to My Patient Summary.

Unpin: To remove an item, click the unpin icon next to the subtab name or from





your view within My Patient Summary



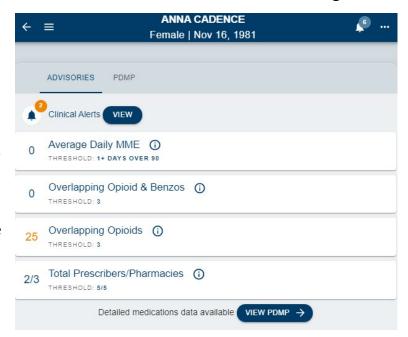
### 2.3 Medication Management

The "Medication Management" section includes Advisories, PDMP results (including both

Maryland and Interstate data), and Overdose Alerts, also known as "Clinical Alerts".

The value next to an Advisory in the Advisories subtab will be orange if it exceeds the threshold. Click the "i" icon to see more information on the Advisory.

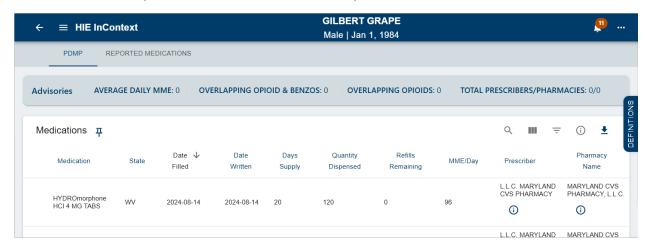
Clinical Alerts will have an orange icon if a patient has active alerts, and no icon if patient has no alerts. Click "View" to see more information on the alert.



PDMP displays controlled substances, dangerous substance dispenses, schedule II-V, to prescribers and dispensers.

The PDMP table displays Maryland medications only by default. Click the "Query Additional States" icon to query for regional states.

Click the "PDMP Report" Icon to view DC's Narx Report.



\*\*Both icons will only be seen by a practitioner authorized in Maryland and the District of Columbia\*\*



#### 2.4 Clinical Data

The "Clinical Data" section provides controlled dangerous substance dispenses, schedule II-V, to prescribers and dispensers.

**Health Records** displays the patient's Radiology reports, Laboratory reports, and Clinical Notes received from CRISP participants.

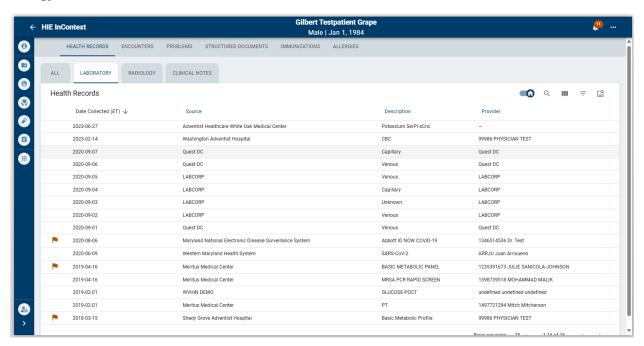
**Encounters** displays information regarding the patient's previous inpatient or outpatient encounters. This includes date, source, and may also include additional information such as Discharge Diagnosis and Admit Reason.

**Problems** displays a consolidated list of active problems from organizations that contribute electronic health record problem lists to the HIE. Each problem includes first and last reported date and the most recent organization to report the problem to the HIE.

**Structured Documents** lists Continuity of Care Documents (CCD), which contain sections to help healthcare professionals understand a patient's continuation of care.

**Immunizations** provides a patient's available immunization history from the relevant state's Immunization Information System (IIS).

**Allergies** displays a consolidated list of allergies from organizations that contribute electronic health record allergy data to the HIE. Each allergy includes the reaction, comments and the last reported date from the most recent organization to report that allergy to the HIE.





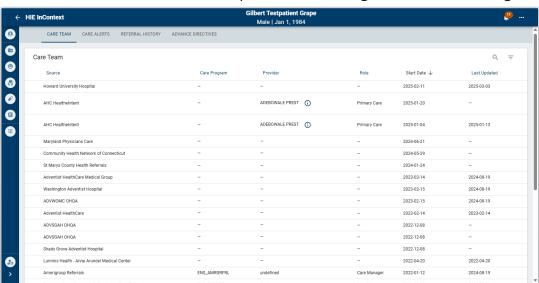
This is an example of a **Health Record**. Users can flip through records using the numbers marked with arrows in the upper right corner.



### 2.5 Care Coordination

The "Care Coordination" section includes Care Alerts, Care Team, Referral History, and Advance Directives.

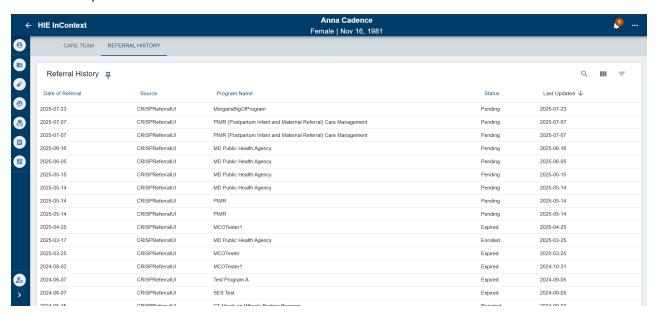
Care Team displays the organizations that are subscribed to the given patient. This will also include additional information about the patient's Care Program and Care Manager.



Care Alerts are high priority care coordination information meant for complex patients. Care Alerts include "need to know" information that inform decision making. Click "View" to see more information on the alert.



Referral History displays referrals to organizations that address the patient's social needs. It will also include information on the outcomes of the referrals, the referral sender, and the referral recipient when available.



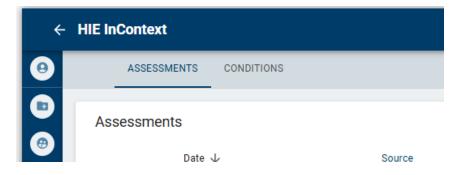
The Advance Directive subtab will list all directive documents the HIE has for the patient. Currently, CSS is integrated with the WV End of Life Registry and MyDirectives.com. These documents will open in a new tab.

#### 2.6 Social Needs Data

The "Social Needs Data" section displays data related to a patient's social needs that may have been performed in the past.

**Assessments** provides a patient's questions and their responses to structured social determinant of health questionnaires.

**Conditions** displays identified conditions from Z-code



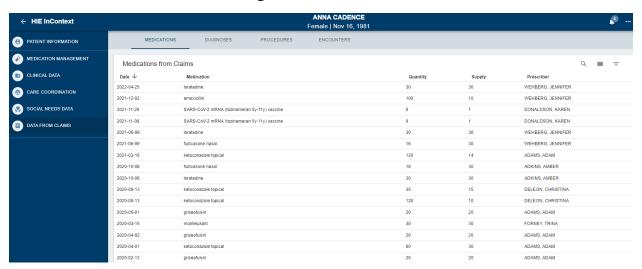


#### 2.7 Data from Claims

The "Data From Claims" section displays the data CRISP receives from Claims sources.

Currently, CSS is receiving Claims data from DC, MD, WV and Kentucky.

This data includes **Medications**, **Diagnosis**, **Procedures**, and **Encounters**.

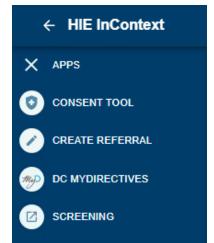


### 2.8 Apps

After clicking on the Apps section, a list will appear containing the applications available to CRISP MD users through the InContext application.

For more information about the applications available through CRISP InContext, refer to the following webpages:

- 1. Consent Tool Consent Tool Webpage
- 2. Create Referral <u>Social Determinants of Health</u> Webpage: Referrals
- 3. DC MyDirectives Advance Directives Webpage
- 4. Screening Social Determinants of Health Webpage: Sharing SDOH Data



For more information and documentation about the InContext application, view our InContext webpage. Please reach out to <a href="mailto:support@crisphealth.org">support@crisphealth.org</a> or call 877-952-7477 if you have any issues or questions about the application.