

## Clinical Reporting – Frequently Asked Questions (FAQs)

### 1. What is Clinical Reporting?

Clinical Reporting provides interactive dashboards and reports, powered by HIE clinical data and designed to support data-driven decision-making and population health improvement. These tools deliver timely, actionable insights to help users better understand and manage patient care outcomes.

### 2. What is the value of Clinical Reporting?

Clinical Reporting provides near real-time clinical updates that can help users:

- Monitor patient populations in effort to drive better patient outcomes
- Identify care gaps, trends, and track key clinical and utilization metrics
- Support quality improvement and care coordination
- Support more informed, data-driven decision-making

### 3. Where does the data in Clinical Reporting come from?

Data displayed within Clinical Reporting is sourced from:

- Participating organizations sharing Patient Panels,
- Admission, Discharge, Transfer (ADT) feeds,
- Continuity of Care Documents (CCDs),
- Lab Values,
- Referrals and more.

Completeness and timeliness of data vary by organization. Reports reflect available data and may not represent the full population. Certain data (e.g. opt-outs, 42 CFR Part 2) is excluded.

### 4. How often is the data updated in Clinical Reporting?

Data is refreshed regularly based on reporting schedules. Specific refresh timing may vary by report.

### 5. What is Reports Role Manager?

Reports Role Manager is the system used to manage user access to Clinical Reporting and other applications. It ensures that users only see the data and reports appropriate for their role and organization.

## 6. How do I access Clinical Reporting?

Log into HIE Portal and select the Clinical Reporting application/tile. From there, the user will see the dashboards and reports available to them.

## 7. How do I get access to Clinical Reporting?

Access is granted in two steps:

- (1) Users are credentialed for Clinical Reporting through the HIE Administrator/Reports Role Manager POC at their respective organization.
- (2) The HIE Administrator/Reports Role Manager POC assigns user access to predefined role profiles.

## 8. Why can I see some reports but not others?

Access to reports is role-based. Users will only see reports that have been assigned to them through Reports Role Manager based on their HIE and organization's permitted access.

## 9. Who should I contact if I need access or make changes to my access?

Please contact your organization's Reports Role Manager POC to request access or updates to your assigned reports.

## 10. What should I do if I receive an access error or cannot view a report?

If a user cannot access a report, it may be due to missing or incorrect permissions. Please reach out to the Reports Role Manager POC to review authorized access.

## 11. Who can I contact for general questions or support?

For questions about Clinical Reporting access, please contact your organization's HIE Administrator and Reports Role Manager POC, or email [report-support@crisphealth.org](mailto:report-support@crisphealth.org). For general technical support questions, please contact [Support@crisphealth.org](mailto:Support@crisphealth.org).