An Introduction to CRISP Health

Summer 2021

1140 3rd St. NE Washington, DC 20002
833.580.4646 | info@crisphealth.org
dc.crisphealth.org

Core CRISP Services for Providers

1. Encounter Notification Service (ENS)

- Allows providers, care managers and others with a treatment relationship to be notified when patients are hospitalized in most of the region's hospitals

2. Patient Care Snapshot

- An 'on-demand' web-based document that displays an aggregation of both clinical and non-clinical data for a selected patient

3. Health Records

- Search for your patients' prior hospital records (e.g., labs, radiology reports, other dictated reports)
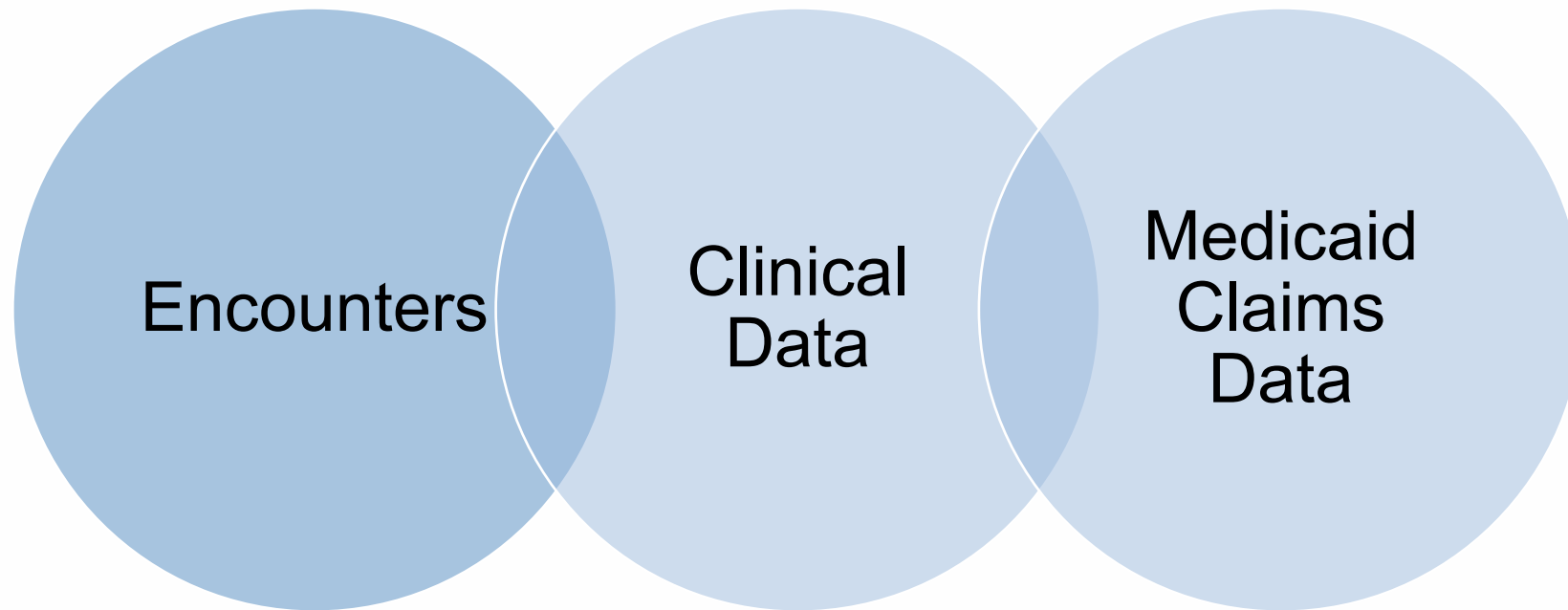
4. Provider Directory

- Search for providers and organizations contact information in DC, MD, VA.

What is the Unified Landing Page?

Access HIE Services through the Unified Landing Page with one username and password. Discover CRISP's free tools created for our region's providers.

Encounters

Clinical Data

Medicaid Claims Data
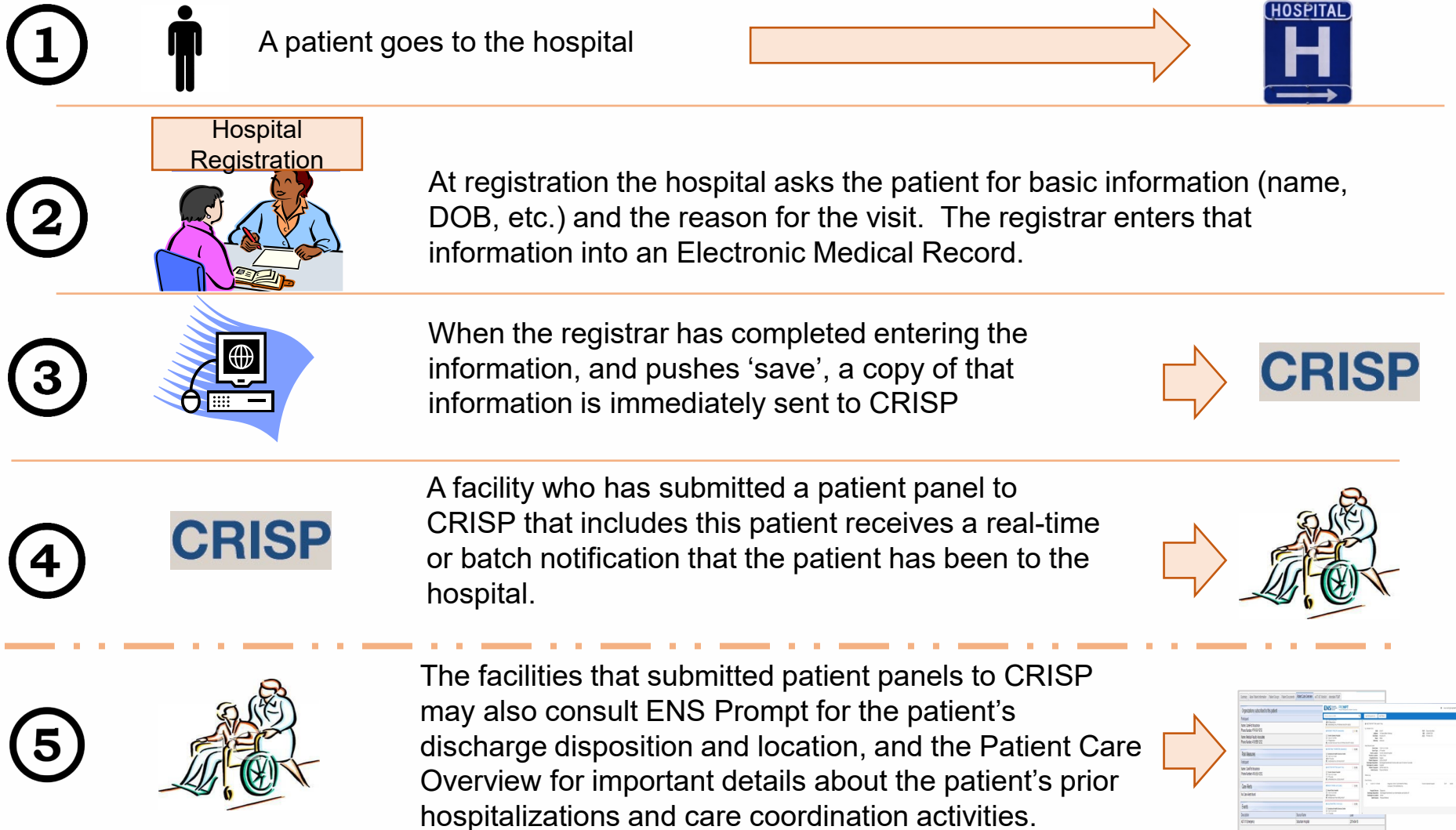
Encounter Notification Service (ENS)

CRISP currently receives information pertaining to **ER visits and inpatient admissions** in real-time from acute care hospitals in the region:

- All 48 Maryland acute care hospitals
- All 8 D.C. acute care hospitals
- All 6 Delaware acute care hospitals
- 17 Northern Virginia acute care hospitals
- 29 West Virginia acute care hospitals

CRISP has the ability to communicate this information, in the form of **real time hospitalization alerts** to SNFs, care coordinators, PCPs, and others responsible for care.

How Does ENS Work?

① A patient goes to the hospital ➡️ **HOSPITAL H**

② Hospital Registration

At registration the hospital asks the patient for basic information (name, DOB, etc.) and the reason for the visit. The registrar enters that information into an Electronic Medical Record.

③ When the registrar has completed entering the information, and pushes 'save', a copy of that information is immediately sent to CRISP ➡️ **CRISP**

④ **CRISP** A facility who has submitted a patient panel to CRISP that includes this patient receives a real-time or batch notification that the patient has been to the hospital. ➡️

⑤ The facilities that submitted patient panels to CRISP may also consult ENS Prompt for the patient's discharge disposition and location, and the Patient Care Overview for important details about the patient's prior hospitalizations and care coordination activities. ➡️

Privacy & Security

❑ Health care professionals must use their own username/password. **USER LOGINS MAY NOT BE SHARED!**

❑ CRISP will verify all license numbers provided, photo I.D., and employment status through the organization's designated point of contact.

❑ Patients have a right to opt out of CRISP and to receive an accounting of disclosures from CRISP directly.

❑ If a patient opts out, no information will be available through the portal. Notifications about hospitalizations for this patient will also be blocked, even if a provider has requested them.

Opt-Out Policy

❑ CRISP operates an opt-out model that gives patients the right to block electronic access to their information through CRISP.

❑ If a patient opts out, no information will be available through the portal. Notifications about hospitalizations for this patient will also be blocked, even if a provider has requested them.

❑ **EXCEPTION:** By Maryland law, opt-outs do not apply to PDMP and this data will still be visible in a patient's record.

COVID-19

CRISP has established infrastructure specific to emerging infections that was designed to be easily replicated as new outbreaks occur. This allows for quick a turnaround time from identification of an outbreak to delivering data to providers, MDH, and/or DC Health about impacted patients. All use cases utilizing existing technology fall within the authority cited in CRISP's existing Disease Investigation use case.

COVID Vaccine Tracker

- **VaccTrac:** The Vaccine Tracking Service is a web-based application that enables physicians and payers to track their patients' vaccination status and prioritize and outreach to unvaccinated patients. The reports are populated using daily vaccination data, practice lists for each provider's attributed population, and patient Chronic Condition flags based on administrative claims data (where available).

- **For demo requests please contact Michelle.Zancan@crisphealth.org**

Resources

To access the Unified Landing Page log onto
ulp.crisphealth.org

Training materials and refresher videos pertaining to ULP can be found
https://dc.crisphealth.org

For general questions regarding the application, logging into the application please reach out to CRISP DC Customer Care Team (CCT) 24x7 @
support@crisphealth.org
833-58-4646

Michelle Zancan
DC Outreach
Michelle.Zancan@crisphealth.org

Ronald Emeni
DC Outreach
Ronald.emeni@crisphealth.org