NOTIFY FAQS

What are CliniSync Notification Services?

Providers of care and others with care responsibility are increasingly being held accountable for improved and timely post-discharge care coordination and reduced readmission rates. To assist, CliniSync provides a service called Notify that sends real-time notifications of events, such as a hospital inpatient admission or an emergency room encounter.

The hospital events that trigger the real-time electronic notifications are derived from the Health Level Seven (HL7) Admission, Discharge and Transfer (ADT) messages we receive from our participating hospitals. These alerts can be used to help better coordinate a patient's care. Providers receive notifications on patients who are included in a Patient Panel and uploaded to the Notify application.

These notifications can be accessed via a secure web portal.

What is a Patient Panel?

The Patient Panel is the list of patients that you would like to receive hospital event notifications for. There are requirements on who can be included on this list that are explained in more detail below.

What about large practices with large patient panels?

The total number of patients on the panel should not exceed 40,000. If you need to receive notifications for a group of patients larger than 40,000, we can review alternative methods available to receive alerts for larger organizations.

What information is available from CliniSync Notification Services?

The information available from CliniSync Notification Services is restricted to patient demographic and status information. Clinical information may be included in the status notification a user receives.

What are the requirements to use CliniSync Notification Services?

The Subscribing Participating Organization must either sign a 2016 version of the CliniSync Contract or sign a Contract Addendum to the CliniSync Participant Agreement and complete a Payment Form to use the service. Your organization also must submit and maintain an active Patient Panel for whom they want to receive notifications. The active patient list must only include "Active Patients" as described below. Panels should be updated as often as you anticipate changes, but at a minimum, this should occur once per year. The more frequently it is updated, the fewer unnecessary notifications you will receive.

Active Patient Definition

1) Patient has an existing treatment relationship with the Organization.
2) Patient has had a clinical encounter within 24 months OR is attributed to the Organization.
   a. The timeframe is 24 months because some payment reform programs require that an organization keep track of patients for this amount of time.
   b. An "attributed patient" is a patient who has been referred or assigned to a provider and therefore, it is permissible under HIPAA to disclose PHI to that provider.
3) Patient has actively enrolled in a care management program that permits data sharing and can opt out of the care management program.
   a. There is no separate CliniSync consent required for including a patient on the active patient list. The patient does need to be participating in some sort of care management program. CliniSync does not prescribe or define what that program is because there are so many, and new ones are being added frequently by CMS and insurance companies. If, for example, the organization is a Patient Centered Medical Home (PCMH) and the patients that a provider treats have chosen an organization that is responsible for coordinating their care, by making that choice, they are participating in a care management program. Other examples of care management

programs include CPC+ and ACOs. If you have any questions about whether your organization is considered a care management program, please see contact info at the end of the FAQs.

Do I have to get patients' HIE consent to include them in my active patient panel? Do I need to document consent?

No, you do not. CliniSync policy requires that a patient be part of a care management program, as described above. This negates the need for a separate consent.

Do I have to have CliniSync's patient HIE notice language in place to use Notify?

No, you do not. The Notify service is considered a direct exchange of information for a patient with whom you already have a relationship. We encourage all clients to add the notification language, but it is only specifically required by policy if you are using the Community Health Record.

How much does it cost for a physician group?

The fee for Notify is per physician per year and is cumulative. For Participating Organizations over 10 physicians, the cost for each additional physician goes down, so the sliding scale keeps the price affordable for larger Participating Organizations. For example, a Participating Organization with 2 providers would pay $300 each or $600 per year for the practice. A Participating Organization with 21 providers would pay $300 each for the first 10 providers, $240 each for the next 10 providers, and $180 for the last provider, which would equal $5,580 per year for the Participating Organization.

The fee for organizations that do not employ physicians are broken out by either the # of Beds or Care Staff at the organization.

The cost for an organization with 55 or fewer beds is $2,000 per year. For facilities with over 55 beds, the cost for each additional bed goes down. This sliding scale keeps the price affordable for larger facilities.

Similarly, the cost for an organization with 55 or fewer care staff is $2,000 per year. For facilities with over 10 care staff, the cost for each additional care staff goes down, so the sliding scale keeps the price affordable for larger facilities.

There is no fee for practices that are wholly owned by a hospital. To start using Notification Services we will verify that they are listed on Exhibit B of that hospital's contract with CliniSync and then begin the onboarding process.

How many users can you have on Notify?

We suggest starting small with a couple of users. You can always add more later when you have your workflow established.

How do I gather a patient panel from my EHR?

It's best to contact your vendor to discuss the specifications required to obtain a list of your active patients. Some vendors may require the creation of a customized report, while others may be able to send instructions. We recommend that you have a process in place to update your panel periodically.

How soon after a patient health event occurs at a hospital can I expect to receive a notification?

While our ultimate goal is to deliver notifications in near real-time, we are also dependent upon the timeliness of data availability from the contributing hospital sources. For this reason, we target delivery no later than 12 hours from an event. In most scenarios, alerts are delivered much sooner.

Do you have any workflow suggestions from practices that have used it?

Practices have shared that a care manager or staff member is the best person to monitor Notify for relevant activity, so that they can review patient data within the Community Health Record (CHR) and confer with the physician about that data and information. You can click here and will be directed to success stories of those who have used Notify in their practice. Much will depend on the structure of your organization.

Does CliniSync have a process in place to validate the provider's relationship with the patients on the Active Patient Panel?

The agreements or addendum you sign will ensure that you are validating that your practice has a treatment relationship with the patient. We do not have a way to monitor this, you are contractually agreeing to keep the information up-to-date.

Can I access the Notify Web Portal from anywhere?

You should access the portal using a secure device determined by your organization. Notify contains PHI and you should use a HIPAA compliant method of accessing the information that has been approved by the Security Officer at your organization.

How long will notifications be stored in the web portal?

Notifications will remain in the system for 62 days before being purged. This is so users may receive Inpatient Re-Admit notifications if a patient is admitted within 62 days of a prior stay at a CliniSync-participating hospital.

What do I do if I have technical difficulties after I go live?

To submit a Support request, please go to www.support.clinisync.org or for critical issues, call 1-800-645-8192.

If you have further questions, please call us at 614-664-2600 or email information@clinisync.org and a CliniSync representative will get in touch with you.