

Introduction to Notify ⚡



Current CliniSync Services

Connect



Community Health Record
Clinical Results Inbox
DIRECT Messaging
Health Plan Services

Integrate



Clinical Results & Reports Delivery
Electronic Orders
Integrated DIRECT Messaging
Access to Community Health Record

Notify



Admission & Discharge Notifications

Contribute



Public Health Reporting
Summary of Care Document (CCD)
HL7 Interfaces
CCD Parsing

Consult



CliniSync Community Liaisons
Meaningful Use & More

DIRECTory



DIRECT email addresses of providers

NOTIFY ⚡



Stay apprised of patients' health across the care continuum.

CliniSync's Notify alerts you when patients are admitted to or discharged from a care facility, such as the Emergency Department or as an inpatient at the hospital.

This allows physicians to follow up on care for patients and reduces hospital readmission rates.

Definitions

- Notification

- The actual message generated by the Notify engine and sent to one or more subscribers.

- Subscription

- A set of customizable delivery rules that determine which Notifiable Event(s) will initiate the Notify process.

- Delivery Channel

- Defines the mode of communication used to deliver a notification. The basic delivery channels of Notify are: Short Message Service (SMS) also known as text messaging, email, and secure email via Direct (Direct Message).

- Notifiable Event

- Consists of almost any type of structured data that can be discovered and published by the Notify engine. An inpatient admission is an example of a notifiable event.

- Event Org

- A unique identity created in Notify to represent a data source, such as an ADT (Admission, Discharge, Transfer) feed at a hospital or clinic.

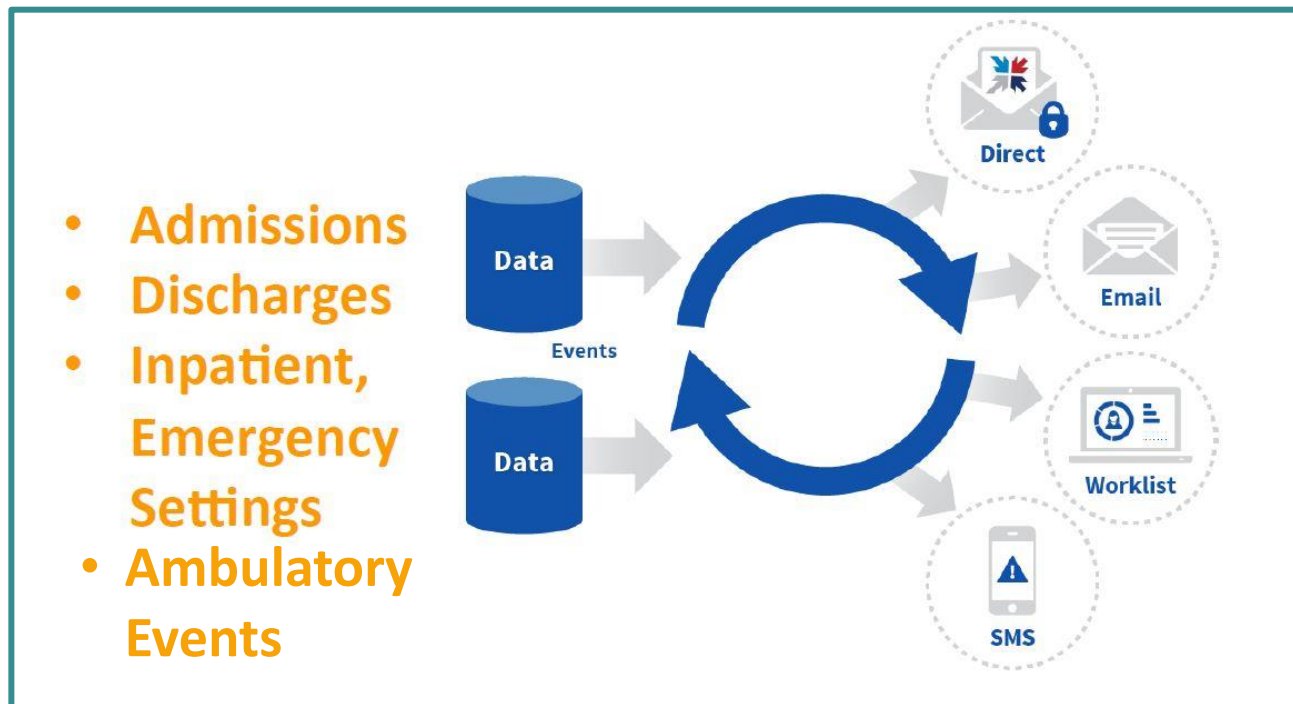
What is Notify?



- **Notify is a subscription-model, web-based platform** that automates delivery of admission, discharge, and transfer health event notifications as they happen throughout the network.
- **Subscribers provide a list of patients** or members for notification and choose their delivery method and timing. Types of notifications include:
 - **Inpatient and Emergency Patients**
 - **Admits** (A01, A04); Updates (A08); Discharges (A03)
 - Readmission Information
 - **Transfers** from Emergency to Inpatient
 - **Death Notifications** (Very dependent on hospital providing flag)
 - **Ambulatory Notifications**
 - **Ambulatory notifications are outpatient facility events.**

How does it work?

- As a subscriber, you submit a patient panel and receive an alert for patients' hospital encounters.
- You choose how to receive the notifications: through direct messaging, email, text message, or an online worklist via the web portal.



What's the policy?

- ✓ Information available from CliniSync Notification Services (Notify)
 - Restricted to only patient demographic and status information. No clinical patient information will be included as part of Notify.
- ✓ Requirements for participating organizations who subscribe to Notify
 - Existing CliniSync members must sign a contract or a contract addendum to the CliniSync Participant Agreement to use this service. They also must submit and maintain an “active patients” list.
- ✓ If you're interested in learning more about the policy, you can read it at:
<http://www.clinisync.org/member-resources/Notify%20Policy.pdf>

Patient list criteria



- You need to submit an active patient list to CliniSync securely. Your Community Outreach Manager will provide you with the proper workflow.
- You must update it regularly (at least yearly).
- Patients must meet the following criteria to be considered active:
 1. Patient has an existing **treatment relationship** with your organization.
 2. Patient has had a clinical encounter with you in the **past 24 months**.
 3. Patient has actively enrolled in a **care management program** that permits data sharing and has the ability to opt out of that care management program.
- The demographics included in the patient panel must be an exact match to an existing patient record.

Data
Collection

Data
Analysis

Certification
Testing

Production

0

0

0

155

155

Total Active Hospitals

As of September 2020

- *Adena Health System (3)
- *Akron Children's (2)
- *Akron General (3)
- *Alliance Community
- *Aultman (3)
- *Avita (3)
- *Barnesville
- *Bellevue
- *Berger Hospital
- *Blanchard Valley (2)
- *Cleveland Clinic (13)
- *Coshocton County
- *Community Health and Wellness (3)
- *Community Memorial Hicksville
- *Dayton Children's
- *East Liverpool
- *Fairfield Medical Center
- *Fayette County
- *Firelands Regional Medical Center
- *Fisher Titus
- *Fulton County
- *Grand Lake/Joint Twp
- *Genesis
- *Henry County
- *Hocking Valley
- *Holzer Health System (2)
- *Humility of Mary (3)
- *Pomerene Hospital
- *Kettering (7)

*Signed off on results delivery

- *King's Daughters (2) – No TRANS for Ashland
- *Knox Community Hospital
- *Lake Health (2)
- *Licking Memorial
- *Lima Memorial
- *Madison Health
- *Magruder Hospital
- *Marietta Memorial (2)
- *Mary Rutan
- *MedCentral/Ohio Health Mansfield(2)
- *Mercer County
- *Mercy Canton
- *Mercy Lorain (2)
- *Memorial Hospital Union County
- *Mercy Toledo (7)
- *METROHealth
- *Morrow County
- *Mount Carmel Health System (6)
- *Nationwide Children's
- *Ohio Health (9) – NO LAB
- OhioHealth O'Bleness Hospital
- Ohio State (5) – No TRANS [in-progress]
- *Premier Health Partners (4)
- *Salem Community
- *SEORMC
- *Saint Rita's (2)
- *St. Vincent Charity
- *Southern Ohio Med Ctr
- *Southwest General
- *Trinity Health (2)
- *Summa Health (4)
- *Union Hospital
- *University Hospitals (15)
- *University of Toledo Med Ctr
- *Van Wert
- *Wayne Community
- *Western Reserve
- *Wheeling Hospitals
- *Wilson Health
- *Wooster Community
- *Wyandot Hospital

What are the use cases?



- ✓ Initiate timely case management for early intervention and monitoring
- ✓ Use the alert as a springboard for looking up a patient's treatment history in the Community Health Record
- ✓ Improve patient follow-up/outreach using the most current contact information
- ✓ Support your ED diversion and hospital readmission reduction programs
- ✓ Combine data with clinical or claims history to identify patients at risk due to increased intensity or complexity of case
- ✓ Payers: Identify priorities for provider network; value-based reimbursement programs



Give me some examples.

Scenario

- A 72-year-old female patient falls and goes to the Emergency Department, and they determine she has a broken arm/wrist, bring in a wrist team to set the bone back in place, and splint it.
- Her primary care provider receives a notification that she's been in and discharged from the ED.
- Another notification comes in a day later, advising she's been admitted to the hospital for surgery and discharged.

Benefits

- Timely communication with patient and follow-up.
- Diversion from ED dependency to more appropriate community services.
- Potential reimbursement for CPT Transitional Care Management Services codes (99495 and 99496) and Chronic Care Management.
- Improved quality and patient satisfaction scores required for value-based program participation.

Give me some examples.



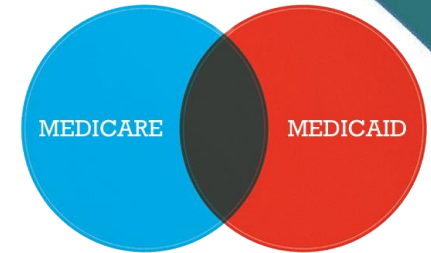
Scenario

- One community leveraged ADT data to significantly improve the timeliness of **post-partum check-ups** with new Medicaid-eligible mothers.

Benefits

- Prior to receiving event notifications, the community had to rely on Medicaid claims data that was 3-4 months behind.

Give me some examples.



Scenario

- A 2015 study of the Medicare/ Medicaid Dual Eligible population from [Inovalon](#) found that a significant factor for **predicting hospital readmissions** was if the patient was living in a low-income neighborhood.
- A payer estimated that 30% of the Medicaid demographic information is **incorrect or out-of-date** by the time of care.

Benefits

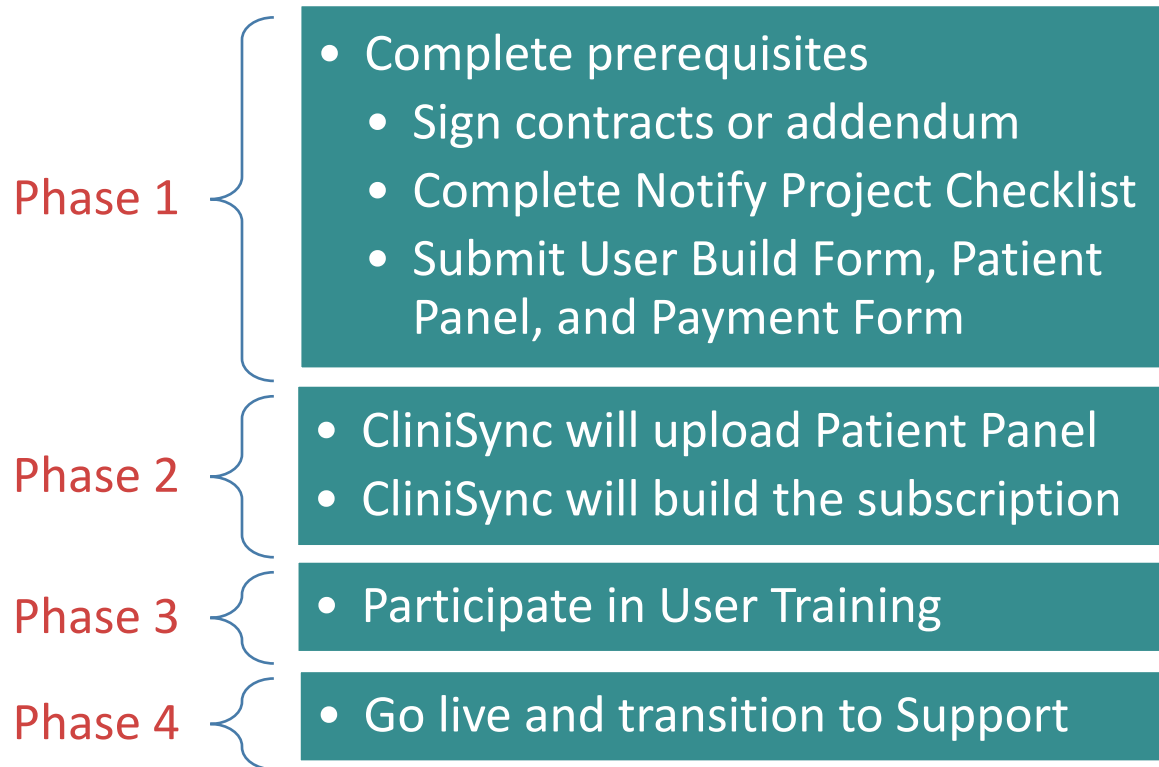
- Both the Medicare and Medicaid populations can be **transient**.
- Having timely and accurate address information can help to identify these **high-risk patients**.

How does Notify assist with quality reporting requirements?

- ***Notify assists with the care management of patients in many payment reform initiatives.***
- ***Notify provides practices and providers with the tools necessary to be successful with transitional care management and chronic care management, and other programs like Comprehensive Primary Care (CPC) Plus and CPC Ohio Medicaid where Transitional Care Management/Chronic Care Management is a primary component.***
- ***For assistance with these initiatives, you can contact our CliniSyncPLUS team at clinisyncplus@clinisync.org for guidance.***

What's the implementation process?

Implementation Phases



What's included in the patient panel?

The sample patient panel must be a .csv file containing a representative list of patients in the following order. Please use the same column headings as below.

Column Header	First Name	Last Name	Gender	Date of Birth	Address Line 1	Phone Number	Social Security
Value	(first name)	(last name)	(M, F or U)	MM/DD/Y YYY	Populate as*	Populate as*	Populate as*

How can I receive notifications?

You have four ways you can receive notifications/alerts:



- **Text Messaging** and **Standard Email** will only inform you that an event occurred with one of your patients.



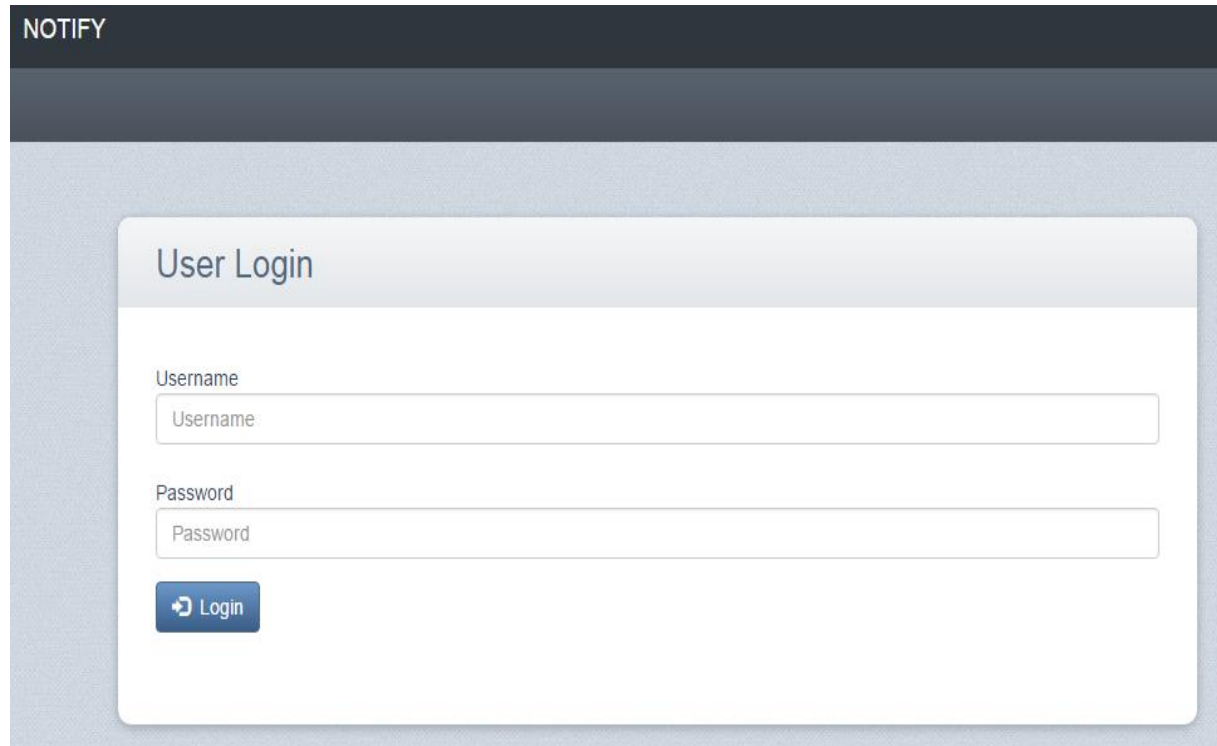
- **The Direct Messaging** option will also send you a message that an event occurred, along with an attachment that contains the event details.
- If you want to go directly to the details on a specific patient event, go to the **Web Portal where you will find a list** of your patients and their associated encounters.



How do I log into the web portal?

LOGIN

- Notify users can log in to the web portal at <https://notify.medicity.com/notify/user/login>
- Users will be provided a username and password by either a CliniSync representative or their org admin.
- Please feel free to reach out to CliniSync Support for any issue logging in.



The screenshot shows a web browser window with a dark header bar labeled "NOTIFY". Below the header is a light blue box titled "User Login". Inside this box, there are two input fields: "Username" and "Password". The "Username" field has a placeholder text "Username" and the "Password" field has a placeholder text "Password". Below these fields is a blue button with a white arrow icon and the text "Login".

How do notifications appear in the web portal?

NOTIFY Help CliniSync Test ▾

✉ My Notifications 3 🔔 My Subscriptions

[Notify Home](#) > [My Notifications](#)

My Notifications

CliniSync Test Subscription ▾ Group By: No Grouping ▾

Filter Clear

Showing 1 - 3 of 3 entries 10 25 50 100

Date received ▲	First Name	Last Name	Gender	DOB	Source Facility	Event
Feb 28, 2017 9:47:05 AM *	JANE	TEST	F	02-14-2000	Akron General Health System	Inpatient Re-admit
Feb 28, 2017 9:47:04 AM *	JANE	TEST	F	02-14-2000	Akron General Health System	Inpatient Discharge
Feb 28, 2017 9:34:04 AM *	JANE	TEST	F	02-14-2000	Akron General Health System	Inpatient Admit

« 1 »

[View Legend](#)

How do the event details appear via the web portal?

Emergency Admit Event

Message Control Id	Final Diagnosis Description
Event Time	Admitting Provider Name
Event Type	Attending Provider Name
Admit Date	Primary Care Provider Name
Facility Code	Consulting Provider Name
Patient's First Name	Referring Provider Name
Patient's Last Name	Patient's Address
Patient's DOB	Patient's Address City
Patient's Gender	Patient's Address State
Patient Class	Patient's Address Zip Code
Hospital Service	Patient's Phone
Patient Type	Facility MRN
Admit Type	Patient Account Number
Admit Source	Servicing Facility
Admit Reason Description	Patient's Assigned Location
Admitting Diagnosis Code	Member's First Name
Admitting Diagnosis Description	Member's Last Name
Working Diagnosis Code	Member Id
Working Diagnosis Description	Primary Insurance Company Name
Final Diagnosis Code	Primary Insurance Plan Id

This actually will appear as one long list. The corresponding data for the above fields will be populated to the right. The diagnosis description, if present, will describe the patient's chief complaint.

FAQ's

- *What is the cost of Notify?*

It's \$300 per physician per year and then there is a sliding scale downward for larger practices to make the cost more affordable. You pay once a year.

- *How long does it take to go live with Notify?*

See Notify Project Workflow. It varies by participant.

- *What information is included within the notification?*

Patient demographic information that's presented at registration will appear within the alert.

- *Can I access the Notify Web Portal from anywhere?*

You should view the portal from a secure device determined by your organization.

- *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.

FAQs

- ***How do I gather a patient panel from my EHR?***

This varies by vendor. 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?***

Our current goal is to deliver the notification within 12 hours for all contributing hospital sources.

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

Practices have shared that a care manager or staff member monitor Notify for relevant activity. Upon receiving a notification, the care manager or staff member reviews relevant patient data within the Community Health Record (CHR) then confers with the treating physician on next steps to include contacting the patient to schedule any follow-ups.

FAQs

- ***Does CliniSync have a process in place to validate the provider's relationship with the patients on the registry list?***

The agreements or addendum you sign will ensure that you are validating that your practice has a treatment relationship with the patient.

- ***How long will notifications be stored in the web portal?***

Notifications will remain in the system for 62 days before being purged.

- ***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.

Questions?

- *Please feel free to provide feedback to your Community Outreach Manager regarding Notify as we are consistently striving to improve our services.*
- **Contact your local CliniSync Community Outreach Manager with questions regarding our Notify service.**
- **You can also visit our website www.clinisync.org for more information about us and our services.**

