



## Camden Coalition

### HEALTH INFORMATION EXCHANGE

## **Health Information Exchange (HIE) User FAQ's**

### **About the Data**

#### **1. Which locations of Kennedy Health System provide data to the HIE?**

- a. Cherry Hill; Stratford; Washington Township (Turnersville)

#### **2. Which locations of Virtua Health System provide data to the HIE?**

- a. Virtua Camden provides full clinical data for Camden city residents. Virtua Voorhees, Virtua Marlton, contribute ADT (admission, discharge and transfer) feeds for all patients, with no zip code filters.

#### **3. As of today, how many hospitals are a part of the HIE?**

- a. There are four health systems included in the HIE: Cooper University Hospital; Our Lady of Lourdes Medical Center in Camden and Burlington; Virtua Health System, at the Camden, Voorhees and Marlton campuses; and Kennedy Health System, at the Stratford, Cherry Hill and Washington Township campuses.
- b. The Trenton Health Team, an HIE located in Trenton New Jersey, also partners with the Camden HIE. A patient first establishes a relationship to a Camden area hospital (listed above) and then a relationship to a Trenton Hospital. Once this occurs, the hospital data from Trenton locations will be included in the HIE.
- c. The Trenton Health Team includes data from Capital Health System, St. Francis Medical Center, and Robert Wood Johnson University Hospital Hamilton.

#### **4. What is the population in the HIE?**

- a. Any patient with a relationship to a participating Camden HIE hospital (Cooper University Hospital; Our Lady of Lourdes Health System; Virtua Health System; Kennedy Health System) as of 2010.

#### **5. There is a concern that patients “hospital jump” for medication prescriptions; what types of data is provided in regards to medication reconciliation?**



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- a. Currently, there is no direct feed of patient medication information from the participating data providers. However, medication information can be found in the reports tab, depending on the type of report pushed into the HIE from an EMR.
- 6. If a patient opts-in first, but then decides to opt-out, will their information still be accessible for episodes of care prior to the decision to opt-out?**
- a. No; once a patient opts out, the information is hidden from any user who attempts to access the record
- 7. Are only medication/vaccination records being displayed in the HIE if entered by a Camden Coalition employee?**
- a. Yes; a Camden Coalition care coordinator may enter medication information regarding a patient that he/she is working with. Otherwise, medication information is found within reports of the HIE.
- 8. Are patients insurance information included in the data set?**
- a. Insurance information is not included in the patient's medical record in the HIE.
- 9. Will PDF files scanned into a hospital's EMR interfaced into the HIE as well? If so, do they interface into their respective sections?**
- a. Any PDF that is pushed to the HIE will appear in the reports tab
- 10. How often is data pushed into the HIE?**
- a. Data is pushed as soon as it is entered into the electronic medical record system at the participating facility.
- 11. Are the tests that are completed at emergency departments and outpatient facilities included within the HIE?**
- a. Yes; they will be included in either the lab trends/reports tab or reports tabs.
- 12. Is all the data from all the participating facilities automatically pushed into the HIE?**



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- a. The majority of the data from participating facilities is automatically pushed into the HIE. We are finalizing a list from each facility to make sure we receive the same data from all of them.

**13. When a patient opts-in after having originally chosen to opt-out, is it retroactive?**

- a. Yes; no data shall be lost during the time that the patient chose to opt-out.

**14. Does the HIE contain any patient information from Philadelphia hospitals?**

- a. No, not as of 2015. We are actively in discussions with Philadelphia about working together.

**15. If there is some information missing on a patient, does that mean that he/she opted-out of the HIE during that time?**

- a. No; if a patient opts-out, and later opts-in to the HIE, all data should appear on that patient. If there is a gap of information that should be there, please fill out the HIE error form so the HIE staff can fix the problem. The error form can be found at: <http://www.camdenhealth.org/hie-error-tracking/>

**16. If the Coalition CMI team works with the patient, do they document activities?**

- a. Yes; any Coalition employee who works with a patient will document care coordination activities in a separate Documentation tab.

**17. If a patient graduates from the Coalition's intervention program, will I be able to see that they graduated in the HIE?**

- a. When a patient graduates from the Coalition's intervention program, or is no longer involved for various reasons, they are given a completed date within the Documentation tab with the reason for completion.

### **Beacon Reports**

**18. What are the beacon reports?**

- a. Beacon reports are part of the analytics section of the HIE. The reports provide a list of patients who have emergency or inpatient encounters in the past 24 hours. Lists are customized for each participant or group.



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**19. How does my organization get a beacon report?**

- a. Participants or groups can put in a request for a beacon report by contacting the HIE Sr. Program Manager.

**20. Does my legal team need to be involved in the process of initiating a beacon report?**

- a. The HIE does not require a legal team to be involved in this process, unless that Participant's internal policies warrant it.

**Navigating the HIE**

**1. Can you search patients by their social security number?**

- a. No, patients can only be searched by medical record number, name and/or date of birth.

**2. Is the dashboard customizable to each user?**

- a. Yes; users have the ability to move the dashboard boxes around the screen.

**3. Is there a setting in the system that flags the patient's record when a new consent is needed?**

- a. No; the system does not track patient consent at the primary care level. Tracking and obtaining consent is the responsibility of the participants.

**4. Is there a way to bridge consents from different data sources?**

- a. No, a unique consent must be obtained for the HIE at each Participant, as required by the HIE Policies and Procedures.

**5. Can you query the system to display reports at the population level instead of individual patients? (i.e. Query search to pull up all patients with recently reported high A1C levels and diabetes)**

- a. No, not at this time. However, the Camden HIE has identified this as a need of the Participants and is looking into ways to make this possible with the software vendor.



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**6. Is there a “notes” functionality in the HIE as a way of communication between users/participants?**

- a. No, not at this time. The Camden HIE is looking into ways to allow messaging among the users and is working on a white page function for documentation purposes.

**7. How do we track the care of the patient?**

- a. Tracking care occurs by observing the patients movement through the hospital systems; however, there is not a way at this time to document patient activity at the primary care offices.

**8. Will I be able to go into lab reports and print them from the HIE?**

- a. Yes, lab reports can be printed by selecting the reports in the “Lab Reports” tab and clicking the “print selected lab reports” button on the screen.

**9. Are lab reports different than the reports tab in the HIE?**

- a. Yes, the “Reports” tab contains ED summaries, discharge summaries, consultation notes, radiology text files, etc.

**10. Can we import/export data from the HIE?**

- a. Not yet; an “import/export” tab is built in the navigation, but we do not currently allow users to use it until it is fully functional.

#### **New Data and Partnerships**

**1. When will Kennedy Health System’s data be viewable through the HIE?**

- a. The Kennedy data is available as of January 2015.

**2. How do potential HIE participants receive HIE log-ins?**

- a. Interested Participants can send an email to [chie@camdenhealth.org](mailto:chie@camdenhealth.org) to inquire about getting access to the HIE.

**3. When will Labcorp data be viewable in the HIE?**



- a. Labcorp data is available as of June 2015

### **General Definitions**

#### **1. What is orphan data?**

- a. Orphan data is data that does not have an association to other data in the HIE. They are various reasons a system could have orphan data.

#### **2. What does MPI stand for and what does it mean?**

- a. MPI stands for “Master Patient Index” and it is the number that is attributed to a patient to link various medical record numbers together from different health systems.

#### **3. What do the terms ACO and MCO stand for and what do they mean?**

- a. ACO, or Accountable Care Organization, is a healthcare organization that links provider reimbursements and improved quality of care together for a specific patient population. The Coalition as an ACO is working with the primary care offices in Camden to improve care given to their patients through reimbursements based on primary care office visits.
- b. MCO, or Managed Care Organization, is a health insurance company that combines insurance with delivery of care and administration. The MCO’s that the Coalition is currently working with are Horizon and United.