



# Encounter Notification Service (ENS) Requirements Checklist

**Organization Name:** \_\_\_\_\_

**Number of Providers at your participating organization or site(s):** \_\_\_\_\_

**Number of Physicians:** \_\_\_\_\_

**Medicaid Provider:** Yes or No

**Date:** \_\_\_\_\_

**Main Point of Contact Name (ENS Lead):** \_\_\_\_\_

**Phone Number:** \_\_\_\_\_

**Email:** \_\_\_\_\_

## **INTRODUCTION**

Encounter Notification Service (ENS) is a system built by CRISP and now being made available through the West Virginia Health Information Network (WVHIN) to notify you in real time when one of your patients has an encounter at a hospital or participating provider organization in West Virginia, Kentucky, Maryland, District of Columbia, or Delaware. WVHIN currently receives notifications in real time for patient hospital emergency room visits, inpatient admissions, intra-facility transfers, and discharges. Using ENS, we have the ability to send notifications of these hospital events to care providers and coordinators who need to manage a certain patient population. These notifications may include the hospital event type (i.e. admit, discharge, transfer), as well as additional information, such as updated patient demographics and recent prior admissions.

For a complete list of participating organizations, please visit: <https://www.wvhin.org/connected-providers/>

## **JUSTIFICATION OF PATIENT LIST**

Participants receiving alerts must use their judgment, based on their clinical background or other health care expertise, to provide WVHIN a patient list that only includes information related to patients for whom they can reasonably expect that the majority of hospital events will be relevant to their care and/or care coordination of that patient. For example, an OBGYN provider may choose to receive alerts only for patients that are currently expectant but not for all other patients.

Please explain below your justification criteria for subscribing to encounter alerts for the patient panel that is being submitted to WVHIN. For example: “These patients are an active part of my Patient Centered Medical Home (PCMH) panel”, “These patients are regular patients to my practice and whom I have seen in the previous 18 months”, or “These patients are high risk patients which I must be notified immediately of their hospitalization.”

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## **HOSPITAL AFFILIATION**

As ENS is a hospitalization alerting service, ENS is available to physicians who are members or affiliates of the medical staff of a Maryland, District of Columbia or West Virginia hospital that participates in WVHIN or CRISP.

Please check if your organization has employees that are:

members of the medical staff of a Maryland, District of Columbia or West Virginia hospital that participates in WVHIN or CRISP.

Hospital name: \_\_\_\_\_

affiliated with a participating Maryland, District of Columbia or West Virginia hospital, but not a credentialed member of the medical staff – WVHIN will verify your affiliation with the hospital listed below.

Hospital name: \_\_\_\_\_

For a complete list of participating organizations, please visit: <https://www.wvhin.org/connected-providers/>

## **MENTAL HEALTH FACILITIES**

For practices or facilities providing mental health services, we require confirmation of whether your organization is a federally assisted substance use disorder program providing services under [42 CFR Part 2](#). Practices can still receive access to WVHIN information, but their data requires special handling.

This organization does not provide mental health services.

This organization provides mental health services (Chief Privacy Officer or Chief Information Security Officer must submit “Substance Use Disorder Attestation Form” ~ WVHIN Participation Agreement Attachment I).

## **WHAT IS REQUIRED TO SIGNUP?**

In order to sign up for ENS, your organization must first have a signed Participant Agreement with WVHIN. You must provide patients with the WVHIN Patient Notice letting them know you are a WVHIN participant and to give them the opportunity to opt-out. A WVHIN representative will discuss all the requirements with you.

Main components of ENS are:

1. Input of patient list that the participant would like to track.
2. Definition of trigger events for alerts.
3. Mechanism for receiving alerts.



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Please review the options for each main component below and designate your preferences.

## **UPLOAD OF PATIENT LIST**

WVHIN needs to receive an upload of all patients for whom the participant is interested in receiving alerts. Following the initial upload, changes to the patient list must be submitted to WVHIN **monthly**. Updates can be a complete overwrite of the previous panel (Overwrite) or a panel that reflects only additions, deletions, and updates to the previous panel (Delta).

### Panel Update Type

- Overwrite
- Delta (Panel must contain a “status” column indicating whether the record is an addition, deletion, or update)

**Please indicate the method by which you will be sending your initial patient list and subsequent patient list updates (choose one):**

- Direct secure email - *recommended* (\*\*DO NOT SEND VIA NORMAL EMAIL)
- SFTP (Please have a member of your IT department contact us at 844-468-5755)
  - WVHIN can connect to my organization’s SFTP
  - We would like to send to a WVHIN hosted SFTP

**Are the medical record numbers (MRN’s) you are providing shared with a hospital system or are they unique MRN’s from your system?** (for example, if you are a WVU Medicine affiliated practice, do you use the WVU Medicine MRN or do you have your own practice specific MRN?) Please note that all patients are required to have MRN or another unique identifier.

- We use hospital/system MRN      OR       We have our own practice-specific MRN

If you use the hospital/ System’s MRN, please identify the hospital below:

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## TRIGGER EVENTS

Criteria that trigger alerts to be sent are configurable for each participant. Please specify your preferences below by checking off a group of events or individual events.

We would like to receive alerts when the following events occur (choose all that apply):

<input type="checkbox"/> Admission/Registration – <i>recommended</i> <input type="checkbox"/> A01I - Inpatient Admission <input type="checkbox"/> A01E - Emergency Admission <input type="checkbox"/> A04E - Emergency Registration <input type="checkbox"/> A01O - Outpatient Admission <input type="checkbox"/> A04O - Outpatient Registration	<input type="checkbox"/> Discharge– <i>recommended</i> <input type="checkbox"/> A03I - Inpatient Discharge <input type="checkbox"/> A03E - Emergency Discharge <input type="checkbox"/> A03O - Outpatient Discharge
<input type="checkbox"/> Transfer– <i>recommended</i> <input type="checkbox"/> A06I –From Outpatient to Inpatient <input type="checkbox"/> A07O – From Inpatient to Outpatient	<input type="checkbox"/> Cancel <input type="checkbox"/> A11I – Cancel Inpatient Admission <input type="checkbox"/> A11E – Cancel Emergency Admission <input type="checkbox"/> A13I – Cancel Inpatient Discharge <input type="checkbox"/> A13E – Cancel Emergency Discharge
<input type="checkbox"/> CCD* *CCD routing is only available via Direct	

**WVHIN strongly encourages you to only select those alerts that are most relevant to your needs. Some of our earliest participants reported that subscribing to all possible alerts causes more traffic than necessary, making the service difficult to manage.**



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## **MECHANISM FOR RECEIVING ALERTS**

Options for receiving alerts include:

- **Via ENS PROMPT** - ENS Proactive Management of Patient Transitions (PROMPT) is a secure, web-based tool to help your organization better manage your notifications. Some of the ENS PROMPT features include:
  - ENS alerts continuously stream in real time
  - FREE to all ambulatory providers with no user limit on organization
  - Filter notifications by frequent ER utilizers, frequent inpatient utilizers, and TCM-eligible patients
  - Download alert data in spreadsheet format
  - Search patients by name, patient complaint, diagnosis, or organization
  - Manage notifications by status – use ENS PROMPT tracking feature to mark patients complete and help with workflow

- **Directly into a participant's existing electronic medical record (EMR) or other clinical system.** This option will involve the participant's technology team completing integration work to accept a message into the system. Messages can be sent to participants in HL7 format through a web services connection or via SFTP.

While this will allow a user to directly access alerts inside their Electronic Medical Record, it requires your EMR vendor to develop and implement an interface with WVHIN. Your EMR vendor is likely to charge you to build this ability.

- **Via a WVHIN DIRECT secure messaging inbox.** WVHIN has a secure, encrypted messaging system that is analogous to email but can be used to exchange protected health information. WVHIN can create a secure messaging email inbox for any participant, which can then be accessed via the internet or a desktop icon.

Users log into a web based e-mail program that will contain your alerts as secure e-mail messages. While this is the least time consuming, it does require you to remember a new username and password.

- **Via another DIRECT secure messaging inbox.** WVHIN can send a secure email to any participant who is using another vendor's DIRECT compliant secure messaging service.

If your EMR vendor supports DIRECT secure messaging protocols, please contact them and ask for their ability to support DIRECT. Your EMR vendor may charge you to implement this capability.



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**Our organization would like to receive alerts using the following mechanism:**

- Directly into existing system via:
  - TCP/IP over VPN
  - SFTP
  
- Via ENS PROMPT and/or WVHIN Direct

*If you are using PROMPT, you will still need one user with a Direct account in order to send in your panel.*

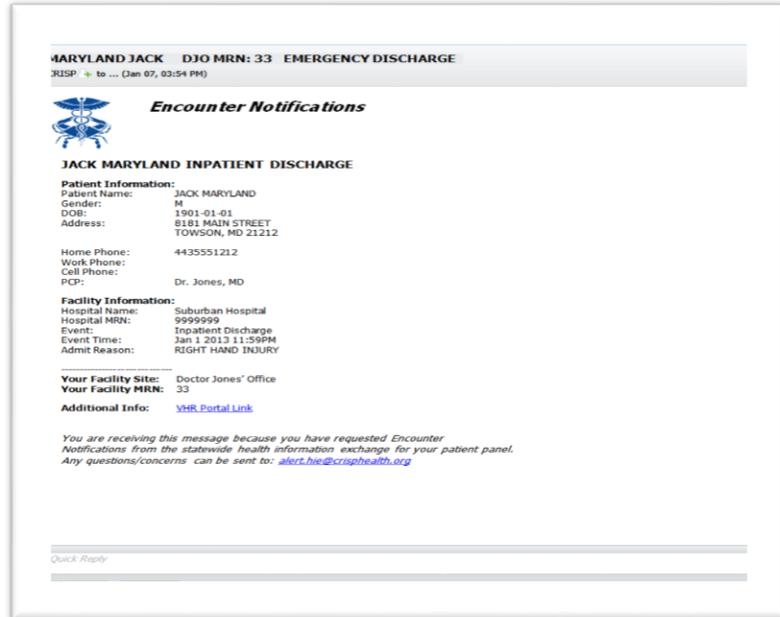
**Please specify your recipients:**

Name	Email	Direct Email (if applicable)	Phone	PROMPT	Direct	Direct Frequency
				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Real Time <input type="checkbox"/> Daily <input type="checkbox"/> Weekly
				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Real Time <input type="checkbox"/> Daily <input type="checkbox"/> Weekly
				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Real Time <input type="checkbox"/> Daily <input type="checkbox"/> Weekly
				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Real Time <input type="checkbox"/> Daily <input type="checkbox"/> Weekly

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## APPENDIX

### E-mail Style Notification:



### Spreadsheet Style Notification:



Sample output spreadsheet.xlsx

### ENS PROMPT:

