

# CRISP Hospital Services

Keeping you connected to your patients

## Care Alerts

Quickly display the most important information about a patient with CRISP's new Care Alert capability. A Care Alert is paragraph that will quickly display pertinent patient information at a glance.

### How are care alerts created?

Care Alerts are free text messages created in the hospitals EMR. The free text capability will allow hospitals to include everything from important contact information to medication restrictions, and more.

### Where are care alerts found?

Care Alerts are instantly displayed in the Clinical Query Portal within a patient's CRISP profile.

### Who can have access to Care Alerts?

Care Alerts will be available to all health professionals who have a current treatment relationship with the patient.

### Benefits of participating in Care Alerts

- Support care coordination and management for your patients.
- Save time! Give providers an instant view of the most important patient information.

## Single Sign-On (SSO)

Single Sign-On (SSO) is a CRISP feature implemented to enable quicker and more efficient access to the CRISP Clinical Query Portal through an organization's EHR. SSO enables clinical staff to click a single button inside their EHR to pull up that patient's medical record.

### How Does SSO Work?

Through integration with the EHR vendor, a user who is logged in to a patient's chart can click on a CRISP button that is built directly into the EHR. When the button is clicked the user and the patient information is securely transmitted to CRISP. CRISP then launches a window within the EHR that displays clinical information from the patient summary screen of the Clinical Query Portal.

### Benefits of SSO

- Securely access CRISP clinical data without leaving your EHR.
- Removes need to upload patient panels.
- Eliminates 5 steps from the usual process to access CRISP information
- Saves time.

For more information and to sign up for

**CRISP Hospital Services**

call **1.877.95.CRISP (27477)** or

email **support@crisphealth.org**.



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## 30-Day Readmission Alerts

Encounter Notification Service (ENS) enables hospitals to receive real-time alerts when a patient is hospitalized. ENS is offered in partnership with Maryland and District of Columbia hospitals. CRISP sends a secure alert based on several trigger options, such as: hospital admission, hospital discharge, emergency room visit, and now 30-Day readmissions.

### Types of 30-Day Readmission Alerts

#### 1. 30-Day Out Readmit Alert

A notification to your hospital alerting that a patient you discharged within the last 30 days has been admitted to a hospital.

#### 2. 30-Day In Readmit Alert

A notification to your hospital indicating that a patient you just admitted was discharged from another hospital within the last 30-days.

### How To Receive 30-Day Readmission Alerts

Readmission alerts are an additional notification trigger. Participants are notified of readmission encounters via the pre-existing ENS configuration, via a real-time email or scheduled spreadsheet.

### Benefits of 30-Day Readmission Alerts

- Be alerted immediately to a patient that frequently visits other hospitals
- Assists with coordinating care between hospitals

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