Use Case Description: Encounter Notification System (ENS)

Overview
Delivering ADT information about a patient’s medical services encounter, for instance at the time of hospitalization, to a permitted recipient with an existing relationship with a patient, such as a primary care provider or payer. Criteria for validating the continued existence of the patient relationship must be followed, mechanisms for informing patients when appropriate must be in place, and opt out capabilities must be maintained.

Permitted Purpose Category
For quality assessment and improvement activities, including care coordination, defined in HIPAA as a subset of health care operations activities (Permitted Purpose #3).

Technical Design

Use Case Description
This use case hinges primarily on three events:

1) Patient attribution (matching a patient and provider),
2) Alerting rules, and
3) Alert notification output

The Encounter Notification System (ENS) is designed to provide real-time notifications for care coordination and quality improvement purposes when patients are admitted, discharged, or transferred within a hospital. CRISP receives ADT messages from hospitals in Maryland, the District of Columbia, and surrounding states and can generate a real-time alert to those with care coordination or quality improvement responsibilities for that patient. Currently, participants may not know when one of their patients is admitted to a hospital, or alternatively they may find out well after the admission and/or have incomplete data. ENS alerts will serve to initiate a process for coordinating care and/or providing follow up care.

Active Patient
The use case would begin with a participant providing a list of active patients for whom they would like to receive relevant notifications. CRISP’s Clinical Committee defines the meaning of an “active patient” in the following way:

- A patient has had a clinical encounter with the participant within the past 12 months.
- A patient has provided an explicit opt-in permission within the past 36 months to share information about medical encounters, and the participant has no reason to believe the patient is no longer active.
- A patient is currently an active member of a care management program, health plan, PCMH or MCO to which the patient had to actively enroll.
- A patient is currently attributed to the participant’s ACO.
- A participant is using the notification to support another approved public purpose, such as a cancer registry which is required by law to report patient health status.

Initially participants will be responsible for keeping their active patient list up to date, but capabilities may be developed in the future to do this automatically.

Notice to Patients
Encounters will only be available from participating provider organizations whose notice of privacy practices have been updated to describe their participation in the HIE and who make opt-out information available to their patients.

Providers who are receiving alerts must make their HIE participation known to their patients within their notice of privacy practices and make opt-out information available to their patients. Beginning in 2013, providers who sign up for alerts will only be able to count as “active patients” those who were seen during a time when the practice was making its HIE participation known to patients.

Opt Out Applicability
Any patient that opts out of CRISP will also be opted out of encounter notifications. If a patient requests that a participant remove them from notifications, the participant must either remove the patient from
their attribution list, or if they are not capable of doing so, they must provide information to the patient on how to opt out of CRISP.

**Associated Use of the Query Portal**

Once an alert is received, a participant may then use the information only as defined in the permitted purposes of CRISP’s Policies and Procedures, namely for quality assessment and improvement activities, including care coordination. Participants that provide treatment to patients and that have existing access to the CRISP portal may use the portal to access additional information related to the patient’s treatment during the alerted encounter, for example discharge diagnosis and instructions for follow up care.

**Approval**

This Use Case Policy has been approved by the Clinical Advisory Board.

Chairperson

10/24/2013

Dated