

# The DHIN Dialogue

## May 2017

A Newsletter from the Delaware Health Information Network



### Delaware Health Information Network Celebrates Another First – Its First Decade!



The month of May marks ten years since the Delaware Health Information Network (DHIN) launched as the nation's first statewide health information exchange. A lot has changed in ten years, and we're proud of the many accomplishments we've achieved with the help of our partners and providers.

While the seamless and secure delivery of clinical results is still our "bread and butter," DHIN continues to evolve as a strategic partner, playing a leading role in the transformation of Delaware's healthcare ecosystem.



DHIN's work to improve accessibility to clinical information was recently featured on WBOC 16, in a "Delmarva Life" segment – [check it out!](#)

Through our Health Check Alert SMS notification product and Health Check Connect personal health record, DHIN brings consumers closer to both their clinical information and their medical providers. Improving communication between and engagement with members of a patient's healthcare team is DHIN's top priority.

Another way DHIN delivers value is through practice transformation products. From our Event Notification System to CCD exchange, Direct Messaging and medication history, DHIN and partners have assisted thousands of providers with tools to make the communication of healthcare information easy and efficient.

And, on the horizon is an expanded role for DHIN in making clinical data even more useful through analytics services.

Later this year, DHIN will celebrate its first decade with a special celebration featuring honored guests. Details to come in upcoming issues of the *DHIN Dialogue*.

As we close out FY17 and our birthday month, let's toast to these first 10 years together! We look forward to many more with our partners and friends!

### Data Available through DHIN

#### *Delaware Center for Maternal & Fetal Medicine*

DHIN is pleased to welcome its newest data sender, Delaware Center for Maternal & Fetal Medicine (DCMFM). While the EMR connections are still in development, DCMFM data feeds are available through the Community Health Record, as well as AutoPrint and inbox channels.

### By the Numbers



By now, you've probably seen the TV spots, spotted the billboards and heard the radio spots – DHIN's consumer marketing campaign has taken Delaware by storm! Early estimates of the impact of our campaign put the total number of impressions at 22 MILLION statewide. How does that translate to individuals? Check out this month's poll question on [dhin.org](#) to find out!

### Accessing Care Summaries



With over 1,000,000 care summaries from over 100 practices and 400 providers, there is a good chance you have a patient with a care summary in the Community Health Record (CHR). Just click on the Documents Tab when you access your patient's information in the CHR. If you have questions or need more information, please contact your DHIN Relationship Manager and he or she will be glad to help.



### Opportunity for Office Managers

Bayhealth is hosting an upcoming conference for medical office managers on Thursday, June 8th at the Kent Campus from noon to 1:30 pm. DHIN will be one of the presenters. RSVP by June 1st to [cassandra\\_humphrey@bayhealth.org](mailto:cassandra_humphrey@bayhealth.org) or 302-744-7653.

## Health Check Connect Pilot Launches

Patients statewide will soon have a new option for their personal health records. DHIN’s Health Check Connect product is being piloted with patients from several area practices, utilizing a co-branded model.

Following a successful pilot launch, we anticipate rolling out Health Check Connect to practices currently submitting care

# HealthCheck Connect

POWERED BY DHIN



summaries to DHIN. In the coming weeks, DHIN relationship managers will reach out to their eligible practices to demo the PHR and provide materials to share with interested patients.

### A Note About DHIN’s Consumer Products

The patient-physician relationship is sacred, and DHIN encourages consumers to discuss their medical records, health histories and any healthcare concerns they may have with their providers. Our Health Check products promote information transparency and convenience and are designed to complement the tools and resources providers make available to their patients.

## Secure Messaging with DHIN’s Directory

As part of our ongoing efforts to improve communication between healthcare providers, DHIN has launched a **provider directory** for secure messaging. You’ll find a link to the directory on [dhin.org](http://dhin.org), next to the Community Health Record link.

The directory, which will be updated regularly, lists secure email addresses for participating Delaware physicians, to be used to safely exchange patient information, per ONC requirements.

Only DHIN-enrolled users can access the directory. Just enter your user ID and password as you would for the Community Health Record to view the directory.

To add your practice’s secure address to the directory or to establish a HIPAA-compliant secure address for your practice, please contact your DHIN Relationship Manager or the DHIN HelpDesk at [helpdesk@dhin.org](mailto:helpdesk@dhin.org).

## Tech Tips

*For answers to commonly asked questions or technical problems, be sure to visit our [Tech Tips](#) page on the DHIN website, under Resources. Included are links to commonly viewed instructional videos, which may help you solve occasional Community Health Record challenges. As always, please feel free to call our Help Desk during business hours at (302) 480-1770.*

## Getting in Touch: DHIN Relationship Managers

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## Staying Social

Like. Follow. Tweet. Share. **Connect with DHIN.**



Like our enrollment numbers, DHIN’s social media presence is growing! In fact, we aren’t aware of another HIE with as much of a following on Facebook - thanks to all those who have “liked” us!  
**5,000+ followers and growing!**