

The DHIN Dialogue

March 2017

A Newsletter from the Delaware Health Information Network



Moving Medical Research Forward



Delaware Health Information Network (DHIN) data sender Doctors Pathology Services is the latest DHIN member to partner with iSpecimen to advance medical research through remnant clinical specimen repurposing. Dover-based Doctors Pathology Services (DPS) is the first and only private reference lab to join and follows the research program's first hospital enrollee, Union Hospital, who launched its program with DHIN and iSpecimen in 2016.

Through [DHIN's unique partnership](#) with iSpecimen, hospitals and labs in the DHIN network can easily repurpose remnant clinical specimens – samples that would otherwise be discarded once patient testing is complete – into medical research programs, while reducing their costs to participate in DHIN.

Samples that may be moved into research programs from DPS include samples that otherwise would have been discarded once pathology testing is complete, as well as archived tissue and cytology samples that are stored onsite at DPS for some time.

Patient consent is obtained prior to considering any clinical sample for research initiatives. DPS conducts approximately 30,000 patient encounters annually.

Health Check Connect – Coming Your Way!

In the coming weeks, DHIN looks forward to launching its personal health record, Health Check Connect, with more than 100 Delaware practices who currently submit care summaries to the Community Health Record.



During this initial phase, patients will be able to view any care summaries, along with data from inpatient hospital stays and ER visits.

Want to know more about personal health records? Visit dhin.org and be sure to check out our new consumer site, DHIN24seven.

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.



A Note about Saint Francis Results

Saint Francis Healthcare will go live with Cerner on March 31st. While DHIN and Saint Francis are working closely together to minimize the impact to providers, there is a chance you may experience a lapse in results delivery through your existing Inbox, AutoPrint or DHIN EMR integration as a result of the conversion.

Please keep an eye on your results to ensure you are receiving the medical information you need. If you are not receiving your results, please check first with your EMR vendor and, as needed, DHIN can set up a temporary Inbox for you. (Saint Francis-affiliated practices may be able to access complete results through a Saint Francis view-only screen provided by the hospital.)

Results will continue to be available in the DHIN Community Health Record, as well. Questions about Compass can be directed to Dr. Brian McDonough, Saint Francis Healthcare Chief Medical Information Officer, at Bcmcdonough@che-east.org. For DHIN-related technical issues, please contact the Help Desk at 302.480.1770 or helpdesk@dhin.org.

Save the Date!



Practices interested in learning more about population health initiatives should plan to attend a June 7th learning session, featuring DHIN

and offered as part of the Delaware Center for Health Innovation Workforce Learning & Re-Learning Curriculums. Learn more about free, ongoing education sessions for healthcare professionals here.

Gone Phishin': A Cautionary Tale



Any of us is susceptible to spam, and we recently came across this example from a health IT executive. We thought it worth sharing in the event you or a member of your team encounters a phishing expedition.

With information phishing on the rise, all it takes is one employee clicking on the wrong link and you can introduce malware onto a network that quietly, over a period of many months, begins harvesting sensitive information that can be put to wrongful use and create total havoc for a business. The best firewalls and password policies and all the rest of it cannot protect against someone doing what I just did – thinking an email looks legitimate, clicking the wrong link, and introducing malware without even knowing it. Especially if nothing blows up right away, it is tempting to just ignore it. That's the wrong thing to do!

The best protection is constant vigilance – if anything looks even slightly suspicious – misspelled words, bad grammar, a domain name or anything else that looks almost, but not quite, right, DO NOT OPEN until you have checked it out in some way.

If you do get caught, DON'T IGNORE IT! Report it immediately to your network administrator. And if it involves another account, like a Google account, change the password immediately. Notify the supposed sender that his/her email was just used to send you something that appears fraudulent. If a virus is propagating through his/her contacts list, the sooner it is identified, the sooner it can be stopped and the damage contained.

Stay safe!

[Note: While this instance of malware was directed at a personal email account, the same lessons apply to both personal and professional email domains.]

By the Numbers... 1,000,000 Reasons to Love Care Summaries



DHIN recently reached an important milestone, with continuity of care documents in the data repository totaling more than one million – meaning the number of care summaries available through the Community Health Record has more than quadrupled in just one year!

With over one million care summaries from more than 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 accessing your patient's information in the CHR. If you have questions or need more information, please contact your DHIN Relationship Manager and they will be glad to help.

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, 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.

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.

There is no charge for this service through June of 2018, thanks to federal grant funding. We hope this directory saves time and makes secure exchange easier for you and your practice.

We Want to Hear from You!



In the coming week, you should receive a survey from DHIN about patient portals, an important Meaningful Use measure. Please take a moment to complete the short survey, which will be sent through Constant Contact. Thanks in advance for your participation, and don't hesitate to contact your Relationship Manager with any questions.

It's likely that your practice participates in a DHIN grant-supported program, providing notifications on hospital visits by your patients, delivery of care summaries to the community health record, or both. The agreement for these grant supported services requires response to DHIN requests for feedback, including surveys like this. Not only is your feedback critical to DHIN's efforts to provide value-added products and services, but failure to respond may mean your practice incurs the costs of the grant-related services you receive.

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!