

The DHIN Dialogue

April 2019

A Newsletter from the Delaware Health Information Network



Re-Imagined and Re-Designed

The New Community Health Record



For the past year, the Delaware Health Information Network (DHIN) team has been focused on developing, testing and launching a new Community Health Record. The new version features a fresh look, intuitive design and an improved user experience.

Among the improvements, users will find a mobile interface that makes providing care on the go easier, with a tablet-friendly layout.

The DHIN team will begin rolling out the new Community Health Record to practices in May, and we've developed a section on dhin.org dedicated to the transition. In the coming weeks, your practice will receive details on your rollout from your Business Relationship Manager, including links to how-to videos and support materials.

Awards and Accolades



Privacy and Security Officer Jeff Reger has been named DHIN's Chief Technology Officer. In his combined role, Jeff plans, designs and oversees both internal and customer-facing IT infrastructure; monitors the security of the information processed and stored by DHIN; and manages backup, disaster recovery, testing and business continuity planning.



Congratulations to DHIN Chief Information Officer Mark Jacobs, who recently received his CHIME CHCHIO certification. The Certified Healthcare CIO (CHCIO) program is the first certification program exclusively for CIOs and IT executives in the healthcare industry, according to the College of Healthcare Information Management Executives. A CHCIO demonstrates the commitment, knowledge and experience required to master the core skills inherent to successful healthcare CIOs and IT executives.

Welcome to the Team

Earlier this year, DHIN welcomed three new staff members: Brent Gaines, Elise Scheidel and Scott Perkins.



Brent, formerly a contract employee, works as a technical support specialist with DHIN's Service Desk, serving as an initial point of contact with any questions or technical issues you might experience.



Our newest project manager, Elise, brings a wealth of project management experience in the New England area and is working on projects related to DHIN's Clinical Gateway and CCD services.



General Counsel Scott Perkins is a familiar face around DHIN, as he previously served as DHIN's legal counsel with a private firm and as our assigned deputy attorney general when he was with the Governor's Office.

Happy to add these talented folks to our DHIN family!

Tech Tips



For answers to other commonly asked questions or technical problems, be sure to visit our [Tech Tips](#) page on the DHIN web-

site, 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 Service Desk during business hours at (302) 480-1770.

Lunchin' with Legislators

Delaware Health Information Network hosted a lunch at Dover's Legislative Hall last month, featuring a demonstration of the Health Care Claims Database, conducted by CEO **Dr. Jan Lee** and DHIN's project consultants from Freedman Health Care. **Lieutenant Governor Bethany Hall-Long** and DTI Secretary **James Collins** were joined by members of the General Assembly and their staffs, as well as representatives from the Controller General's Office for an overview of the database, the reports currently available and future potential.

In addition to this luncheon, the DHIN team has taken the Health Care Claims Database on the road, meeting with individual members of the executive and legislative branches, as well as committees and commissions. Upcoming presentations include the Health Care and Behavioral Health Commissions, as well as an event at University of Delaware's STAR Campus.

Interested in learning more about the database and what it means for Delaware? [Take a look at several sample reports, available here.](#)



Your Health Records, at Your Fingertips

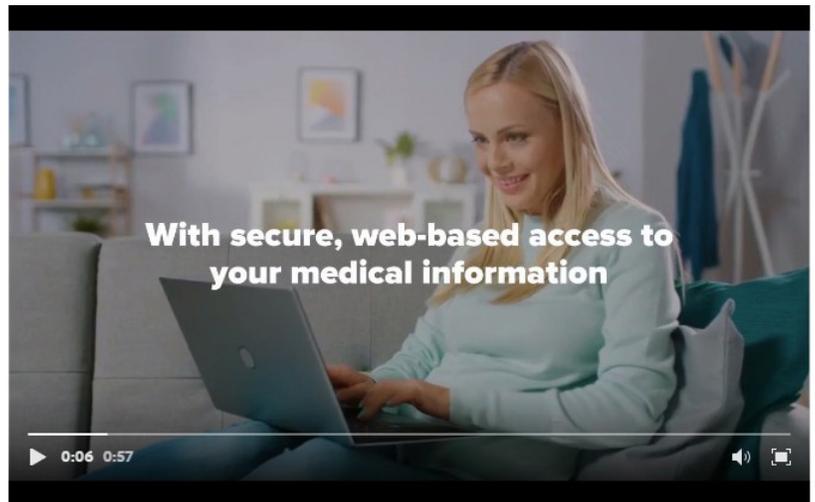
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These are just a few of the benefits of Health Check Connect, DHIN's personal health record.

**HealthCheck
Connect** POWERED
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Sign up for your free account at dhin.org/hcc, and you'll also be enrolled in DHIN's companion service, Health Check Alert, which notifies you by text message when your medical records have been accessed.



Make DHIN's free Health Check services an essential part of managing your healthcare!

Does your practice need a patient portal for your patients?

DHIN can customize the experience for your practice and your patients, empowering patients to get all of their data in one place, with one login ID and password. It can even help them schedule their appointments and track personal health devices. Contact your DHIN Business Relationship Manager for more information.

Getting in Touch

DHIN Business Relationship Managers

Michael MacDonald

Hospitals: Christiana Care and Union (and any practices related to the hospitals)

Practices: All of Newark; Elkton, North East, Perryville, Rising Sun and Havre de Grace (MD); West Grove, Jennersville, Oxford, Landenberg, Kennett Square (PA)

michael.macdonald@dhin.org

(302) 604-8526

Eddie Seaton

Hospitals: Nemours and Saint Francis (and any practices related to the hospitals)

Practices: All of Wilmington, Elsmere, Newport, Hockessin, Greenville; West Chester, Philadelphia (PA)

ed.seaton@dhin.org

(302) 747-6250

Garrett Murawski

Hospitals: Bayhealth and PRMC (and any practices related to the hospitals)

State of Delaware: Organizations and departments

Datasenders: PS, AKUMIN, DDI, AccuRefLabs, CNMRI, MDI, OMI, MedExpress

Practices: New Castle, Bear; Chesapeake City, Earlville, Cecilton, Chestertown, Warwick (MD); Delaware City, Middletown, Townsend, Smyrna, Camden

garrett.murawski@dhin.org

(302) 943-5392

Brooke Clogg

Hospitals: Beebe, Atlantic General, Nanticoke (and any practices related to the hospitals)

Practices: All of Milford and below

brooke.clogg@dhin.org

(302) 538-0322

DHIN Service Desk (Technical Issues) - servicedesk@dhin.org, (302) 480-1770

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