

# The DHIN Dialogue

## November 2018

A Newsletter from the Delaware Health Information Network



## ICYMI: Celebrating National Health IT Week in the First State

While National Health IT Week (October 8th - 12th) didn't hit most people's radars, the Delaware Health Information Network (DHIN) IT works love it! This year, we were joined by some familiar faces around the state in recognizing the role of health IT in catalyzing healthcare change in the United States.



Top left to bottom right: Ashley Green, Supervisor, DHIN Service Desk; Molly Magarik, Deputy Secretary, DHSS; Andrew Wilson, Attorney, Morris James; and Annie Sease, Director of Advocacy and Education, NAMI

DHIN penned a blog post about how [our state's health information exchange brings consumers closer to their healthcare information](#) and introduced a: [30 second video](#) highlighting the joint resolution honoring DHIN's recent 10th anniversary.

And, speaking of technology, DHIN also chose that week to launch our newest social media account - please be sure to follow DHIN\_HIE on Instagram for words of wisdom, images from across the state and, of course, Delaware's latest healthcare news.



DHIN's robust presence on social media is due in large part to recent full-time hire, **Dave McGurgan**. Formerly a digital media consultant, Dave has managed social content and provided marketing services for nonprofits and Fortune 500 companies alike. The team is thrilled to bring Dave on board, and you will see his handprint on all things digital from DHIN!

## Preparing for the 2019 Community Health Record Transition

Over the past year, you've probably seen news of the Community Health Record transition in the *DHIN Dialogue* or heard about it from your Business Relationship Manager. In short, DHIN has engaged technology partner Audacious Inquiry to develop a new version of the Community Health Record for users, providing improved access to patient records across the healthcare landscape.

**As part of the transition process, we ask that participating practices please provide a list of all users' email addresses to their assigned Business Relationship Manager so we can create passwords for the new system and set up password reset capabilities.**

The rollout process, which will begin in the coming weeks, will incorporate a timeline for the final cut-over, including training dates, FAQs and deliverables required from the practices.

All practices with an EMR integration have access to a secure clinical inbox as a back-up results delivery method. Please be sure to log in on a monthly basis to ensure continued results delivery through that channel. In the interest of account maintenance, access to an account that does not show an inbox login at least once during a rolling 90-day period will be terminated.

## Staying Social

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



**6,000 followers and growing!**

## Accountable Care Movement: Early Wins for Aledade

[Aledade, Inc.](#), a group of 23 Medicare primary care private practices across all three Delaware counties, were recently recognized for creating savings through a healthy outcomes payment model.

DHIN is proud that our Event Notification Service and the Community Health Record played a role in Aledade's efforts to improve care and reduce costs in the First State.



The Aledade Delaware team presented DHIN COO Randy Farmer with a certificate thanking DHIN for its contributions to the ACO's cost savings.

[Read more here about Aledade](#)

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## Results Delivery Delays

It's likely your office has been impacted by a number of results delivery delays over the past few months. While those results continued to be available in real-time through the Community Health Record and EMR integrations, we nonetheless want to ensure that practitioners are receiving results real-time through all delivery channels.

Dedicated technical resources from DHIN and Medicity have been focused on identifying the root causes of the delays and implementing solutions. This has included separating larger-than-normal files from the rest; processing transcription summaries after clinical results; and improving the infrastructure to allow for greater volumes of messages to process.

We've been pleased to see improvement in deliveries through these channels, with improved performance throughout the results delivery platform.

The DHIN team will continue to keep a close eye on all delivery channels and provide updates as needed.



## Taking Your Health in Check



More than 100,000 households statewide received a special offer from DHIN earlier this month, and we're pleased to share the same with our *DHIN Dialogue* readers!

Sign up for DHIN's free Health Check Connect personal health record at <https://mydhinphr.com>, and you will receive a \$10 Amazon.com Gift Card\*, as well as the opportunity to sign up for the companion mobile messaging service, Health Check Alert.

\*Restrictions apply, see [amazon.com/gc-legal](https://amazon.com/gc-legal). Offer valid for the first 2,500 enrollees. Once you have enrolled with Health Check Connect, please allow 3-5 days for delivery of your gift card to the email address provided at registration.

## Tech Tips



For answers to other 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 Service Desk during business hours at (302) 480-1770.



## DHIN and LegalShield Partner on Innovative Fraud Prevention Product



**Coming in 2019:** A theft protection product from DHIN and LegalShield! DHIN's Health Check Alert will be coupled with LegalShield's IDShield, giving consumers in Delaware and the surrounding region peace of mind about the safety of their personal data and a one-stop shop to protect their health care and personal information.

Through DHIN's Health Check Alert mobile messaging service, a subscriber receives a secure text message when a medical result has been delivered to his or her ordering physician, when a medical professional has accessed the subscriber's medical record, or if the subscriber has been admitted to the emergency room or hospital. If the subscriber does not recognize an alert or encounter, he or she receives instructions to notify the appropriate party to point out the result or encounter.

The near-real time alert system is based on DHIN's results delivery platform, which receives clinical results from all Delaware hospitals and commercial lab and radiology centers, as well as patient encounter information from nearly 100 hospitals in six states and the District of Columbia. Encounter alerts notify the subscriber of the delivery of information, along with the time, date and source of the information. No specific clinical information is included in the secure texts.

### Included in the combined product:

- Court Record Monitoring
- Credit Score Monitoring
- Credit Score Tracker
- Data Breach Notification
- Emergency Assistance
- Internet Monitoring
- SSN Skip Trace
- Social Media Monitoring
- Password App
- Payday Loan Monitoring

Stay tuned for additional details as we prepare for the launch!

## Getting in Touch

### DHIN Business Relationship Managers

#### Eddie Armor

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

**Practices:** Newark; Elkton, North East, Perryville, Rising Sun and Havre de Grace, Maryland; West Grove, Jennersville, Oxford, Landenberg and Kennett Square, Pennsylvania  
[eddie.armor@dhin.org](mailto:eddie.armor@dhin.org)

#### Ed Seaton

**Hospitals:** Nemours and St. Francis (and any practice related to the hospital)

**Practices:** Wilmington, Elsmere, Newport, Hockessin, Greenville; West Chester and Philadelphia, Pennsylvania  
[ed.seaton@dhin.org](mailto:ed.seaton@dhin.org)

#### Garrett Murawski

**Hospitals:** Bayhealth and PRMC (and any practice related to the hospital) State of Delaware: Organizations and departments

**Practices:** New Castle, Bear, Delaware City, Middletown through Milford; Chesapeake City, Earleville, Cecilton, Chestertown and Warwick, Maryland  
[garrett.murawski@dhin.org](mailto:garrett.murawski@dhin.org)

#### Michael MacDonald

**Hospitals:** Beebe, Atlantic General, Nanticoke (and any practice related to the hospital)

**Practices:** Sussex County  
[michael.macdonald@dhin.org](mailto:michael.macdonald@dhin.org)

#### Jamie Locke

Director, Business Relationship Management  
[jamie.rocke@dhin.org](mailto:jamie.rocke@dhin.org)