



January | 2026

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Stay tuned for new features and content in *Break Glass* this year!

DHIN Organizational Update

Our Chief Operating Officer (COO), Randy Farmer, recently left DHIN after 15 years of service. During Randy's tenure, he played an important role in strengthening our operational foundation and helping position DHIN for continued growth and long-term stability. We are thankful to Randy for his many contributions and dedication to DHIN and our mission and values.

It is important to note that our commitment to deliver dependable, high-quality service to you remains unchanged. Our leadership team continues to work closely with staff, partners and stakeholders to ensure there are no service disruptions. We will share additional updates as appropriate.



Reporting Reminder

As a reminder, if you experience any problems with our reporting, please contact the [DHIN Service Desk](#). DHIN's Service Desk is available from 8 a.m. - 10 p.m. and can be reached via [email](#) or via phone (toll free) (833) 625-6700 or (302) 480-1770.

Please include the following information when reaching out to the Service Desk:

- Patient name, date of birth, date of service
- The serving facility
- The missing/defected test/report name
- Provider name and National Provider Information (NPI)
- A brief description of the problem

Join us for an informative webinar about how your practice can join the Federal initiative, TEFCA, through DHIN.

The twice-weekly webinar will discuss the benefits of TEFCA and how DHIN can help your practice meet the requirements to join.

Click [here](#) to find a date/time that works best for you.

Future Events - Chat with DHIN's Business Relationship Managers

In 2026, DHIN's Business Relationship Managers (BRMs) will attend various events throughout the year. More information about 2026 events will be included in the upcoming issues of *Breaking Glass*.

If you plan on attending any of these events, stop by the DHIN table to talk with them. If you are unable to attend an event, don't have an opportunity to speak with a BRM, or would like to learn more about DHIN, [please contact us](#).



Two of DHIN's Business Relationship Managers, Dana Roomet and Juan Arjona, with Melinda Duncan, PhD, professor of biological sciences at the University of Delaware, at the 2025 Delaware INBRE Renewal Celebration.

Clinical Trial Physicians - Contact DHIN

Through our partnership with Hightower Clinical, DHIN is advancing efforts to enhance the clinical trials process in Delaware.

DHIN is recruiting providers with expertise in the following areas to participate in and oversee clinical trials:

- **Asthma**
- **Anxiety**
- **Early-stage Parkinson's disease**
- **Screening colonoscopy referring PCPs**



Please contact clinicaltrials@dhin.org to schedule a brief introductory call.

Upcoming Town Hall

Our monthly town halls are a great way to learn more about how DHIN supports you. The next town hall will be held on **Wednesday, January 14**. If you would like to attend, please send us an [email](#), or use the Zoom information below:

Join DHIN's Zoom Meeting:

<https://dhin.zoom.us/j/97265666337?pwd=UGtHaGNuMUFIIVTVMTXFHMGxldUEvdz09>

Meeting ID: 972 6566 6337

Passcode: 592684

One tap mobile:

[+13017158592](tel:+13017158592)..97265666337# US (Germantown)

[+13126266799](tel:+13126266799)..97265666337# US (Chicago)

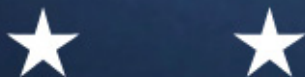
January is Integrative Health Month

Join DHIN in observing January as [Integrative Health Month](#). Integrative Health Month emphasizes the holistic approach to healthcare, with an importance placed on collaborative care to treat the whole person instead of a symptom-only approach. The major objective of integrative health is to treat the person completely, considering the physical, emotional, social, spiritual, and environmental factors.

Here are a few ways to practice integrative health on your own:

- Exercise regularly, including yoga and meditation
- Prioritize healthy nutrition when cooking and eating
- Try sleeping the recommended 8 hours per night

In observance of Martin Luther King Jr. Day



**DHIN's office will be closed
Monday, January 19**



For Assistance...

Hospitals and hospital-based practices should reach out to your assigned Business Relationship Manager below, while private practices and other data-sending organizations should contact DHIN's Service Desk.

Juan Arjona

Hospital(s): ChristianaCare and Beebe Healthcare (includes the hospital-owned ambulatory services)
State Agencies and Payors
juan.arjona@dhin.org / (302) 612-0049

Garrett Murawski

Hospital(s): Bayhealth, Tidal Health and Atlantic General (includes the hospital-owned ambulatory organizations)
garrett.murawski@dhin.org / (302) 943-5392

Dana Roomet

Hospital(s): Nemours and Saint Francis (includes the hospital-owned ambulatory services)
dana.roomet@dhin.org / (302) 747-6250

DHIN Service Desk

Private Practices
servicedesk@dhin.org / (302) 480-1770

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If you have any questions or suggestions about the content of this newsletter, please contact us at newsletter@dhin.org.

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