

NC HEALTHCONNEX CLINICAL PORTAL

NC*NOTIFY QUICK REFERENCE GUIDE



NORTH CAROLINA

HEALTH INFORMATION EXCHANGE AUTHORITY (NC HIEA)

Accessing NC*Notify in the NC HealthConnex Clinical Portal

Full participants who have enrolled in the NC*Notify V3 service will find the NC*Notify event notification and care coordination tool within the NC HealthConnex portal. This tool will provide participants with a dashboard-like view of patient activity through event notifications. See below for more details about how to access NC*Notify event notifications.

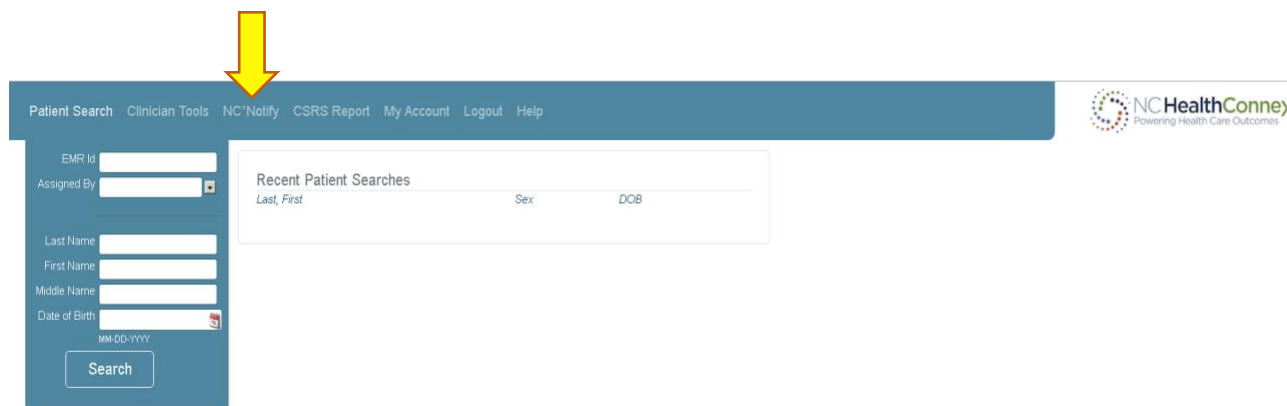
*Patient data in this guide is from our demo environment. No real patient data is displayed.

***Note: Cookies must be enabled within the browser to view notifications.**

Viewing Notifications

Log in to the clinical portal at <https://portal.nchealthconnex.net> using your assigned credentials.

To conduct a search or find a list of your organization's notifications, click the NC*Notify menu item near the top of your screen.

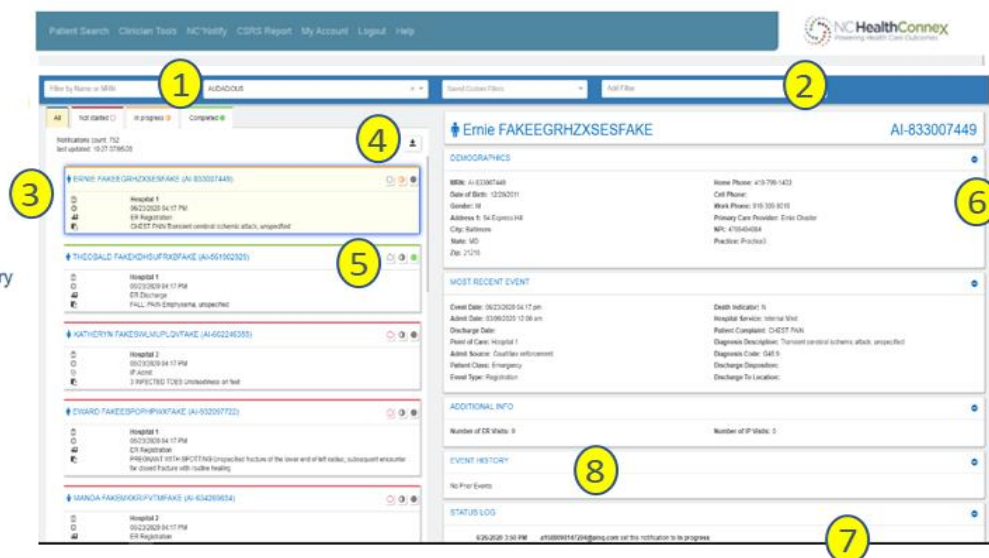


If you are not a NC*Notify subscriber, the screen below will appear with directions on how to enroll and an overview of the NC*Notify service:



If you have been granted access to NC*Notify notifications via the clinical portal, the screen below will appear. The screenshot shown provides a brief overview of each section.

- 1 Conduct a Search
- 2 Apply a Filter
- 3 View List of Notifications
- 4 Download the Notifications Summary
- 5 Mark Work-Flow History
- 6 Access the Full Notifications
- 7 View Status Log
- 8 View Prior Events



Learn More About Each Feature

1 Conduct a Search

A user can use the search box to filter results by patient name or MRN (Patient ID). The Patient ID or MRN is pulled from the patient panel submitted by the Participant. If a user prefers to search for the MRN of the source facility (i.e., where the event took place), he/she can use the Add Filters drop-down and apply a filter for Source MRN.

2 Apply a Filter

There are a variety of filter options that can be used to improve the view of notifications. First, if a user has access to more than one participant's notification panels (i.e., if he/she has submitted more than one patient panel), he/she can click the Participant drop-down to see notifications from a single panel or all panels combined. Additionally, a user can filter by specific data elements in the notification using the Add Filters drop-down (e.g., number of ER Visits, Diagnosis, Chief Complaint, PCP, Event Type). This feature allows the user to apply specific search criteria to the notifications view. For example, a user could search for frequent ED utilizers with filters for Patient Class = Emergency (E), Event Type = Discharge (A03), and Number of ER visits > 3.

3 View List of Notifications

The notifications preview provides a quick summary of the following items:

- Gender
- Name
- MRN/Unique identifier assigned by you (the Participant)

- The date and time of the encounter/event
- The notification event type
- The Patient Complaint followed by the Diagnosis (if provided)

4 Download the Notifications Summary

One of the buttons in the upper right corner of the notifications preview section is the download button. This allows you to download all notifications or a list of notifications that have been selectively filtered (up to a maximum of 500 notifications). The downloaded notifications are saved as a comma-separated file (.csv), which will open in Microsoft Excel. This feature allows the user to download notifications at any time based on his/her selected criteria and share data with outside users or care teams, add additional data to the spreadsheet, and more.

5 View Work-flow Status

The NC*Notify dashboard within the clinical portal has three basic work-flow statuses (Not Started, In Progress, and Completed) to allow users to track actions taken during care coordination. Each status corresponds to the respective tab in the notifications preview screen and will also be recorded in the Status Log section of the full notification view.

6 Access the Full Notification

When a notification is selected from the list, a more detailed view will display on the right with information from both the ADT message and the patient panel submitted by the Participant. This includes key demographic and event information including, but not limited to:

- Name
- Patient ID or MRN
- Date of Birth
- Address
- Number of IP and ER Visits (last 6 months)
- Number of IP and ER Visits (last 6 months)
- Recorded Event Date and Time
- Patient Class (e.g., ER, IP, OP)
- Event Type (e.g., Admit, Discharge)
- Event Location
- Patient Diagnosis
- Discharge Disposition
- Discharge Location
- Patient Complaint
- Admit Source

7 View Status Log

A Status Log section is displayed below the Most Recent Event and/or Additional Information sections of the detailed notification view. This section provides a history of actions taken by users when changing the status. Each entry will

record the username, date and time, and which work-flow status was set for the notification.

8 View Prior Events

At the bottom of the detailed notification view, the event notification service also displays a list of historical events for the patient. The Event History begins when the Participant goes live on NC*Notify (when the first patient panel/roster was submitted). Each prior event is populated by information from the Admission Discharge Transfer (ADT) messages that are received.

Logging Out

To log out of NC*Notify and the clinical portal, click the logout menu item at the top of the screen and close the browser tab.

Questions?

- Access the NC HealthConnex Clinical Portal [here](#).
- The full NC HealthConnex Clinical Portal User Guide is available here: <https://hiea.nc.gov/documents/nc-hiea-primary-provider-user-guide>
- For additional assistance, please contact the Help Desk by emailing HIESupport@sas.com or call 919-531-2700.