

## FREQUENTLY ASKED QUESTIONS ON ENCOUNTER NOTIFICATION SERVICE (ENS®)

**Q** HOW DOES ENS WORK?

**A** Your organization will provide a list of patients for whom you would like to receive alerts. ENS receives messages from over 200+ hospitals in Florida and compares them to your patient list. When one of your patients, receives care at a participating hospital, you will receive an alert containing details about that patient's hospital encounter.



**Q** HOW SOON AFTER AN ENCOUNTER IS A NOTIFICATION SENT?

**A** The Florida HIE receives admit, discharge, transfer (ADT) messages from hospitals in near real time and if requested can send notifications within moments of an encounter being recorded in the hospital's own electronic medical record. Subscribers also have the option of receiving notifications 1x or 2x daily in batch format.

**Q** HOW DO I RECEIVE NOTIFICATIONS?

**A** Notifications are delivered directly to the individual responsible for a patient's care via a number of secure methods: SFTP sites, Direct Messaging and PROMPT.\*(See back of the page for more information on PROMPT)

**Q** DO I NEED TO GET MY PATIENT'S PERMISSION?

**A** Yes, your organization will need authorization to access a patient's health information before including that patient on your patient list for ENS. Patient authorization does not need to reference ENS specifically. The Florida HIE does not mandate the use of any particular authorization form, but encourages organizations to consider using the Universal Patient Authorization Form developed by the Agency for Health Care Administration.

**Q** IS THERE A COST FOR ENS?

**A** ENS Subscriber pricing is based on a per-patient, per-year rate, and subscribers are billed quarterly for the service. *For specific details on pricing and sample patient panel costs please visit [www.florida-hie.net/ens](http://www.florida-hie.net/ens).*

**Q** HOW DO I SIGN UP FOR ENS?

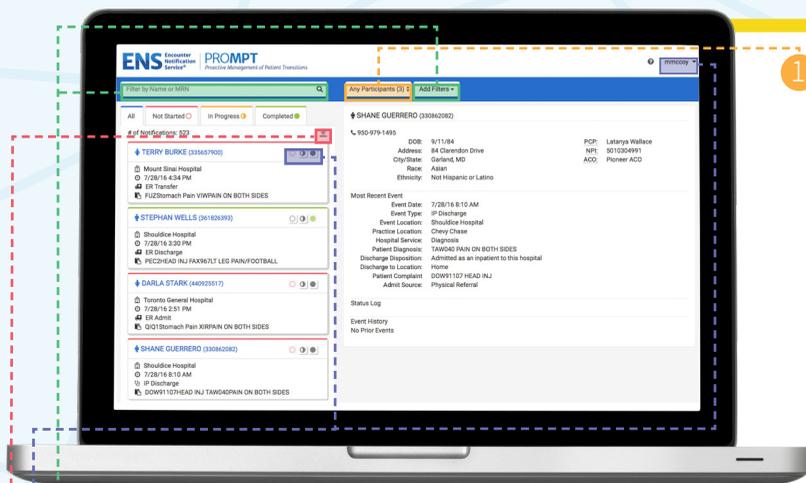
**A** Please contact us at [flhie\\_helpdesk@ainq.com](mailto:flhie_helpdesk@ainq.com) and let us know you are interested. A Florida HIE representative will help you start the process.

## CONNECT WITH US

# The Industry Leader in Clinical Event Notifications

## PROMPT FEATURES:

1. Patient Management
2. Search & Filter Patient List
3. Care Coordination Workflow
4. Data Reporting



### 1. PATIENT MANAGEMENT

As healthcare professionals manage multiple fields of practice, their responsibilities grow proportionally. PROMPT makes managing patients who may be either an accountable care organization members or part of specific care management programs more consolidated. Once they have been given permission a single user can access multiple panels instead of having to create multiple logins or use separate interfaces. Likewise, multiple users can be assigned to the same group, allowing work to be divided across the organization.

### 2. SEARCH & FILTER PATIENT LIST

PROMPT allows users to search for patients using many criteria and notification fields, all in a simple dashboard. Add or remove refinement filters on the fly. Complex searches can be saved—creating a one step method to call up prior searches, revisit the status of patients over time, or check on patients with chronic conditions.

### 3. CARE COORDINATION WORKFLOW

PROMPT is not just a viewer for notifications. The care coordination workflow function allows users to quickly mark notifications as being in progress or completed. Users can easily keep track of their work queues and mark different notifications so that their teams are not duplicating work, allowing for an easy method to coordinate follow-up activities with patients.

### 4. DATA REPORTING

PROMPT allows for users to export data for up to the last 30 days into easy-to-use formats such as csv or Excel files. A user can select to export all of the data for a time period up to the last 30 days or export just the data that has been filtered by the patient management search. Being able to export data into standards like csv or Excel allows users to easily put them into easy-to-understand graph or charts or other visualization software.