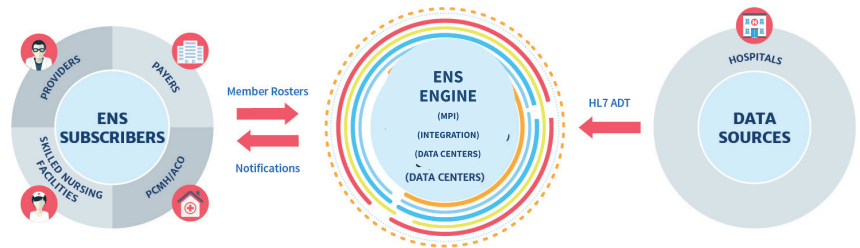


FREQUENTLY ASKED QUESTIONS ON ENCOUNTER NOTIFICATION SERVICE (ENS®)

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.*

Q HOW DO I SIGN UP FOR ENS?

A Please contact us at FLHIE_info@ainq.com and let us know you are interested. A Florida HIE representative will help you start the process.

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