## Q How do I make changes to my ENS account?

**A** The Florida HIE Service Desk allows authorized users to make changes to their account, request support, add and delete users, and track requested changes. As part of setting up your ENS account, at least one person with your organization will be credentialed access to the Florida HIE Service Desk. Additional Service Desk accounts can be set up by contacting us at FLHIE-ServiceDesk@ainq.com.

## Q My patient went to the hospital, but I didn't receive an alert. Why?

**A** There are several possible reasons why you may not have received an alert of your patient's recent hospital visit. Hospitals do not provide ENS with information about outpatient visits. Many hospitals also do not release information about self-pay patients to ENS. The quality of the patient demographic information included in your patient panel may also be a factor. If your panel does not include patient addresses, for example, you will not receive alerts on most encounters. Once we rule out these potential causes, our team can reach out to the treating facility to explore the issue in more detail. If the feed from a data source facility is delayed or disconnected, ENS will send notice of patient encounters as soon as the issue is resolved.

## Q What patient demographic information is required in the patient panel?

**A** ENS uses the patient demographic information in your panel to match against the admit and discharge information provided to ENS by data source hospitals and post-acute facilities. High quality demographic information is essential to achieving a good match rate. Your organization should provide as much of the patient demographic information listed in the patient panel as possible. If you have multiple addresses and/or insurance IDs for individual patients, you can submit an additional patient panel to further improve the matching process. Failure to provide high quality demographics will result in a low volume of notifications.

## Q Why do some of the discharge alerts not include discharge diagnosis?

**A** Discharge diagnosis is often not finalized within the treating facility's EMR until several days after the patient has been discharged. ENS provides notice of discharge as soon as it occurs, so the initial discharge alert often will not include the diagnosis. Once the hospital finalizes the discharge diagnosis and provides it to ENS, that information can be routed out as a follow up to the discharge alert if your subscription is set up to receive it.

## Q What do the different codes in the discharge disposition field stand for?

**A** Discharge disposition tells you the patient's location or status upon discharge. Most data sources use the standard HL7 code set for discharge disposition, which is then translated into the human-readable text you see in your notifications. However, a sizable minority of data sources use a non-standard code set which has not yet been provided to ENS. We will continue to work with data sources to obtain and map non-standard code sets to allow this field to be human readable within your notifications.

## Q Can ENS integrate with my EHR system?

**A** ENS alerts can be provided as standard HL7 ADT messages capable of being ingested by most EHR systems. We have integrated with several EHR systems across the various deployments of ENS. Note that your EHR vendor may charge your organization fees to integrate with ENS. To learn more, you can reach out to us at flhie_info@ainq.com

Connect With Us:  www.florida-hie.net/ens   FLHIE_info@ainq.com

**Q**  **Where can I learn more about how to use ENS alerts?**

**A**  Hundreds of health care organizations are using ENS in a variety of ways to improve patient care. Many organizations use ENS to engage with patients after they've had an acute care encounter to ensure appropriate follow-up care is provided. Some use ENS alerts to engage with physicians at the treating facility before the patient is discharged. A number of ENS subscribers have worked with us on case studies, webinars, and video testimonials documenting how they're using ENS alerts. Visit the Resources and News & Events pages on our website www.florida-hie.net to learn more.

**Q**  **What information is included in my ENS alerts?**

**A**  The table below includes the name of each data element, the source of the information, and a clear explanation of each piece of information. This table is only a preview of what data is included in an ENS Alert. You can access the full table at www.florida-hie.net/ensdatatable

| Column Name | Source of Data | Data Element Description |
|---|---|---|
| DEST FACILITY | Subscriber Panel | The name of your organization |
| DEST PRACTICE | Subscriber Panel | |
| DEST MRN | Subscriber Panel | Patient MRN. This number must be unique and stay consistent across panel updates |
| FNAME | PID-5.2 | Patient First Name |
| MNAME | PID-5.3 | Patient Middle Name |
| LNAME | PID-5.1 | Patient Last Name |
| GENDER | PID-8.1 | Patient Gender |
| DOB | PID-7.1 | Patient Date of Birth |
| ADDR1 | PID-11.1 | Patient Address – Street 1 |
| ADDR2 | PID-11.2 | Patient Address – Street 2 |
| CITY | PID-11.3 | Patient Address – City |
| STATE | PID-11.4 | Patient Address – State |
| ZIP | PID-11.5 | Patient Address – Zip Code |
| HOME PHONE | PID-13.1 | Patient Telephone |
| CELL PHONE | Repeated PID-13.1 | Patient Telephone |
| WORK PHONE | PID-14.1 | Patient Telephone – Business |
| INSUREDS ID NUMBER | IN1-49.1 | Patient Insurance ID number |
| INSURANCE COMPANY NAME | IN1.4.1 | Patient Insurance Company Name |
| INSURANCE COMPANY ID** | IN1.3.1 | Insurance Company ID |
| EVENT | MSH-9.2 | Event Type (see Event Types tab) |
| SOURCE PTCLASS | PV1-2.1 | Inpatient (I) or Emergency (E) |
| EVENT TIME | EVN-2.1, if not then MSH-7.1 | Date and Time the Event was Recorded |
| SOURCE FACILITY | MSH-4.2 (OID), if not then MSH-4.1 (Source Code) | Treating Facility Identifier |
| READMISSION INDICATOR** | PV1.13.1 | Indicates Readmission |
| SOURCE MRN | PID-3.1 | Data Source MRN for this Patient |
| EPISODE ID/PT ACCT | PID-18.1W | Unique identifier assigned to each encounter (i.e. an Admit and Discharge from the same visit will have the same Episode ID) |
| VISIT NUMBER | PV1.19.1 | Unique identifier assigned to each visit; often the same number as Episode ID |