

CRISP Portal

User Guide

Updated 7/22/2022



Why would I use it?

Use Case Scenarios



As an emergency room nurse, when a new patient arrives with no medical history, I want to be able to view available patient data outside of my EHR



As a physician, I need to prescribe a controlled substance and therefore need to check the full medication history of my patient to prevent over-medication.

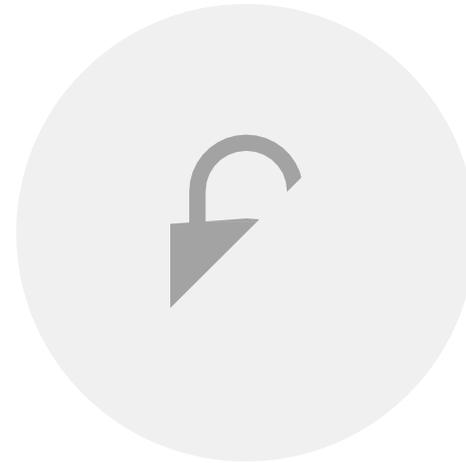


As a practitioner, I am viewing a patient's chart and need to view additional information concerning an encounter

How do I access it?



NAVIGATE TO
[PORTAL.CRISPHEALTH.ORG](https://portal.crisphealth.org)



LOGIN WITH EMAIL AND PASSWORD

Login

The login screen will look like:

Log in to CRISP Identity 

[Reset your password?](#)

Warning: CRISP policy prohibits username and password sharing.
Violation could result in account termination.

Questions or Concerns? Please contact the [CRISP Customer Care Team](#) at support@crisphealth.org or 877-952-7477.

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Don't have a Login?

Contact the CRISP Customer Care Team at 877-952-7477 or support@crisphealth.org to request access

Two-Factor Authentication

In order to improve security, CRISP requires that all users set up Two-Factor Authentication for their portal account.

[For more information about setting up 2FA, see CRISP Portal Two-Factor Authentication Guide](#)

Dashboard

Connecting **Providers with Technology** to Improve Patient Care

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[HOME](#)

Q Patient Search

First Name * Last Name *

DOB * Gender

SSN

Results

First Name	Last Name	DOB	Gender	Address	Match Score
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Your Dashboard

For applications requiring patient context, please start by using the Patient Search interface above.

- User Guide & Help
- CRISP Reporting Service
- Panel Processor
- ENS PROMPT
- Vaccine Tracking Service

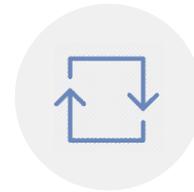
Dashboard Features



Patient Search

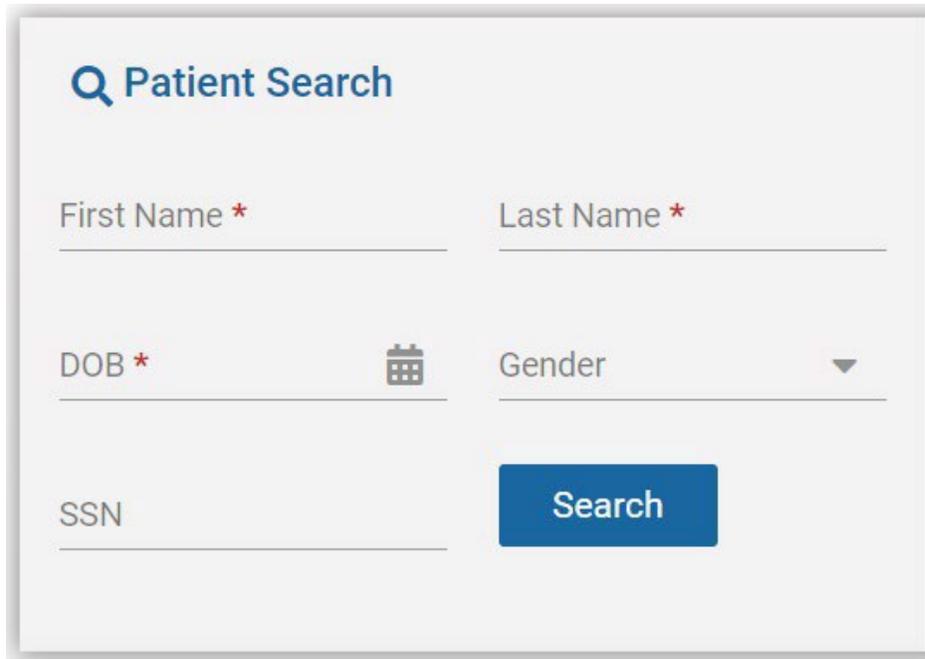


Dashboard



HIE Switch

Patient Search



The image shows a patient search form with the following fields and controls:

- Q Patient Search**: Search header with a magnifying glass icon.
- First Name ***: Text input field.
- Last Name ***: Text input field.
- DOB ***: Text input field with a calendar icon.
- Gender**: Dropdown menu.
- SSN**: Text input field.
- Search**: Blue button.

Minimum search requirements:

- First Name
- Last Name
- Date of Birth

Gender and SSN can be added to patient search to narrow down search results.

Patient Results

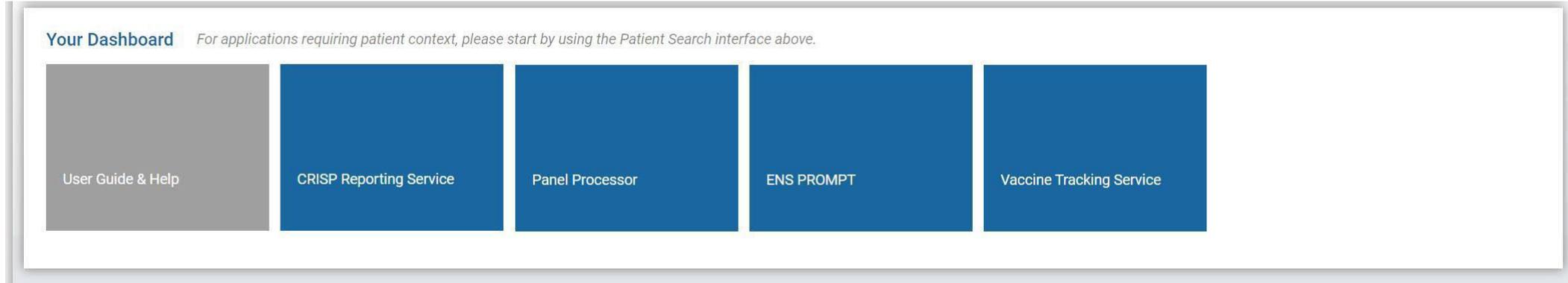
The results of the Patient Search will appear in order of most likely to least likely matches.

Possible “match scores” include:

1. Certain
2. Probable
3. Possible

Results					
First Name	Last Name	DOB	Gender	Address	Match Score
Anna	Cadence	11/19/1981	Female	1021 MAIN ST, COLUMBIA, MD, 21045	117 - probable ●
Anna	Cadence	11/19/1981	Female	1021 MAIN ST, COLUMBIA, MD, 21045	99 - possible ●

Your Dashboard



On launch, applications that **do not require patient context** will appear in the Dashboard beneath Patient Search.

For applications requiring patient context, users will need to search for a patient first.

Application Options

The following table lists all HIE services available for use by users approved by an HIE Admin. HIE Admins may or may not have the ability to grant users access depending on your organization type, job role, and participation agreement with CRISP.

Services Available via an HIE Admin:

Service	Service Description
Clinical Information	Clinical Information gives providers the ability to access critical health information and alerts about patients, including medication data, lab results, radiology reports, encounter information and more.
Consent Tool	Enables users to register consents on behalf of their patients.
COVID-19 Lab Tools	Enables users to report individual COVID-19 test results in accordance with state mandates.
Emergency Department Advisory System (EDAS)	Enables access to show hospital diversion status to support EMS workflows.
Encounter Notification System (ENS)	Enables users to receive real-time alerts for patient healthcare events (hospital admissions, discharges, etc.). These are most delivered via the ENS PROMPT application.
Referral Portal	Enables users to track their patients' referral status.
Referral Portal-MCO	Enables MCO to approve/reject referrals being sent to a CBO.
Referrals	Referrals webform to capture and send referrals to CBOs.
SBIRT Reporting	MDPCP reporting tool for substance use Screening, Brief Intervention, and Referral to Treatment (SBIRT)
Screening	Enables completion of Social Determinants of Health screening.
Snapshot	Shows users an overview of patient information. Often used for those needing limited PHI access.
SNF Transfer to ED Form	Form approved by all hospitals in MD as an acceptable transfer form.
MOM Care Plan	Enables Case Managers to create care plans for mothers who are enrolled into the Maternal Opioid Misuse Program.

Application Options

The following table lists all HIE services available for use by users approved by an HIE Technical User Support Team Member. HIE Technical User Support may or may not have the ability to grant users access depending on your organization type, job role, and participation agreement with CRISP.

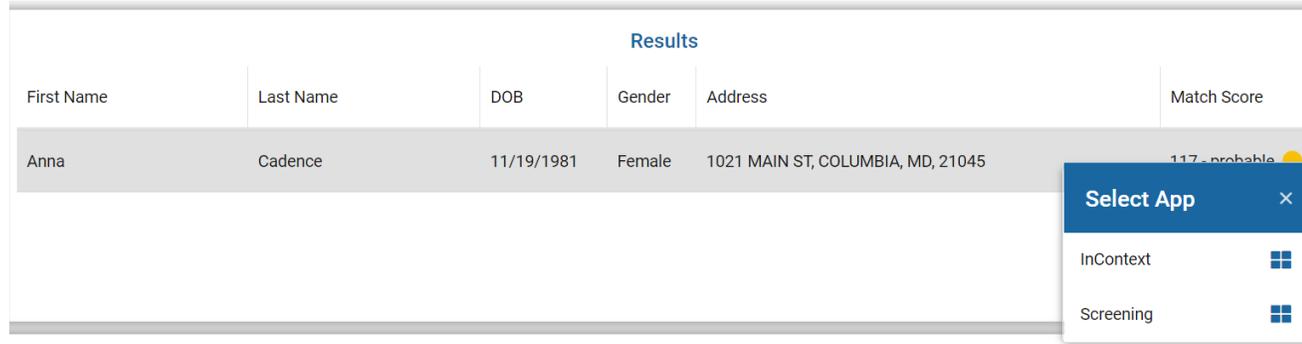
Services Available via HIE Technical User Support Request

Service	Service Description
CBO Worklist	Enables Community Based Organizations (CBOs) to manage incoming referrals.
CRISP Reporting Services	CRS provides analytic reports and dashboards that support organizations with quality improvement, strategic planning, financial modeling, and other activities.
Direct Messaging	CRISP DIRECT Messaging is a secure and encrypted e-mail service that supports electronic communication between healthcare providers and between providers and CRISP.
Emergent Imaging	Enables faster, more effective diagnosis and treatment of strokes. Only members of stroke team at Comprehensive or Thrombectomy Capable Stroke Centers are eligible for access to Emergent, as no patient search is required and 72-hours' worth of stroke images are made available.
HIE Admin Tool	Allows HIE Administrators to manage their colleagues' HIE accounts. User account creation, HIE user verification, access to specific HIE Services, and employee turnover can all be handled via the tool.
PDMP	Access to the Maryland PDMP, which monitors controlled substances dispensed by MD prescribers.
Prescriber Reports	Access to Prescriber Reports, which includes Personal Controlled Substance Prescribing History, Electronic Unsolicited Reporting Notifications and more. Individual DEA required.
Transfer to PACS (TTP)	Allows users to download images into their image storage system, also known as PACs. User access is not automatic and must be approved by a PACS administrator before being granted. Upon request, Technical User Support will reach out to the Image Exchange Project Manager, who will reach out to the PACS Administrator to confirm.

**How do I launch an
application?**

Launching an Application

On patient selection, a user may select the app they would like to launch:

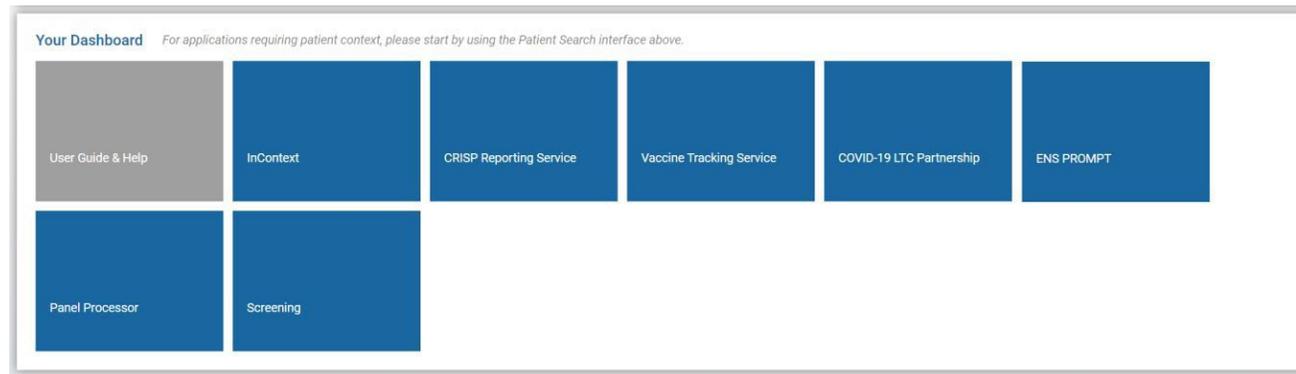


The screenshot shows a table titled "Results" with columns for First Name, Last Name, DOB, Gender, Address, and Match Score. A patient record for Anna Cadence is highlighted. A dropdown menu is open over the record, showing "Select App" with a close button, and two options: "InContext" and "Screening", each with a blue window icon.

First Name	Last Name	DOB	Gender	Address	Match Score
Anna	Cadence	11/19/1981	Female	1021 MAIN ST, COLUMBIA, MD, 21045	117 - probable

- Select App
- InContext
- Screening

Alternatively, on patient selection, the Dashboard will be updated to include apps that require patient context:



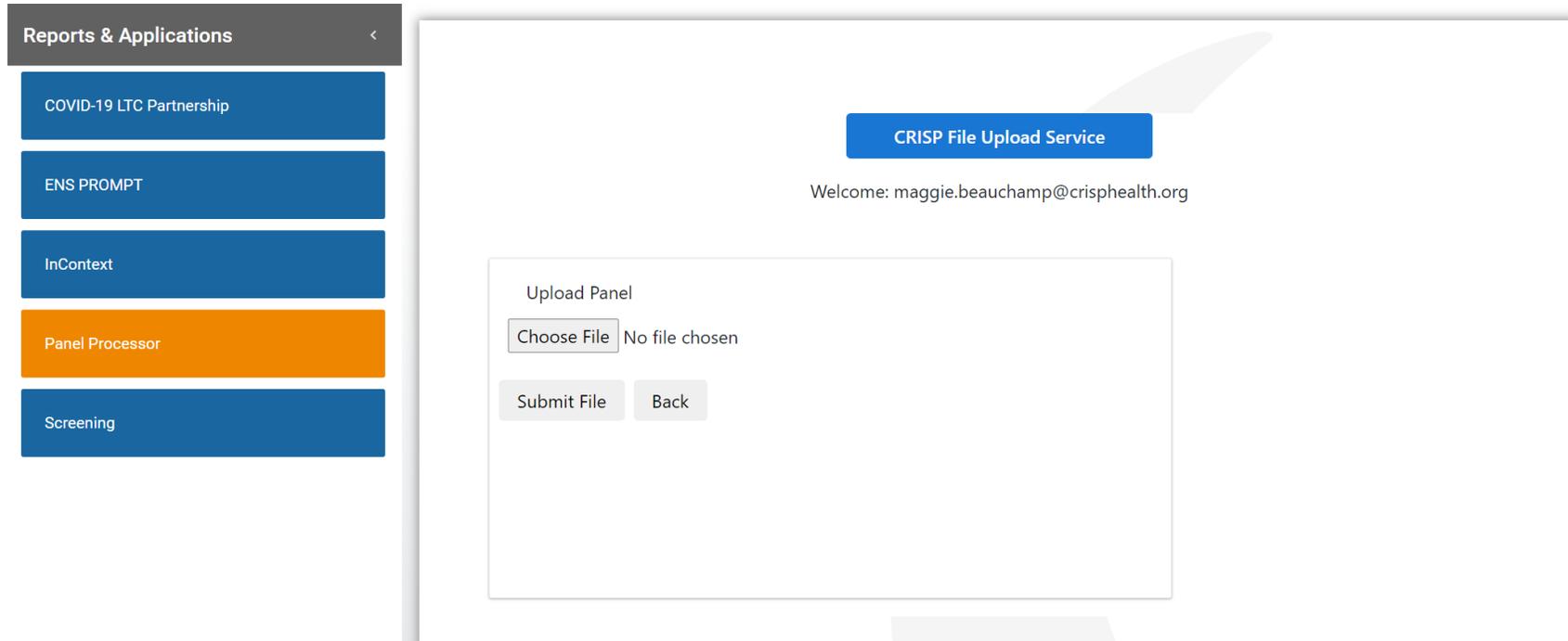
The screenshot shows a dashboard titled "Your Dashboard" with a subtitle: "For applications requiring patient context, please start by using the Patient Search interface above." The dashboard contains several application tiles: "User Guide & Help", "InContext", "CRISP Reporting Service", "Vaccine Tracking Service", "COVID-19 LTC Partnership", "ENS PROMPT", "Panel Processor", and "Screening".

Your Dashboard For applications requiring patient context, please start by using the Patient Search interface above.

- User Guide & Help
- InContext
- CRISP Reporting Service
- Vaccine Tracking Service
- COVID-19 LTC Partnership
- ENS PROMPT
- Panel Processor
- Screening

Launching an Application

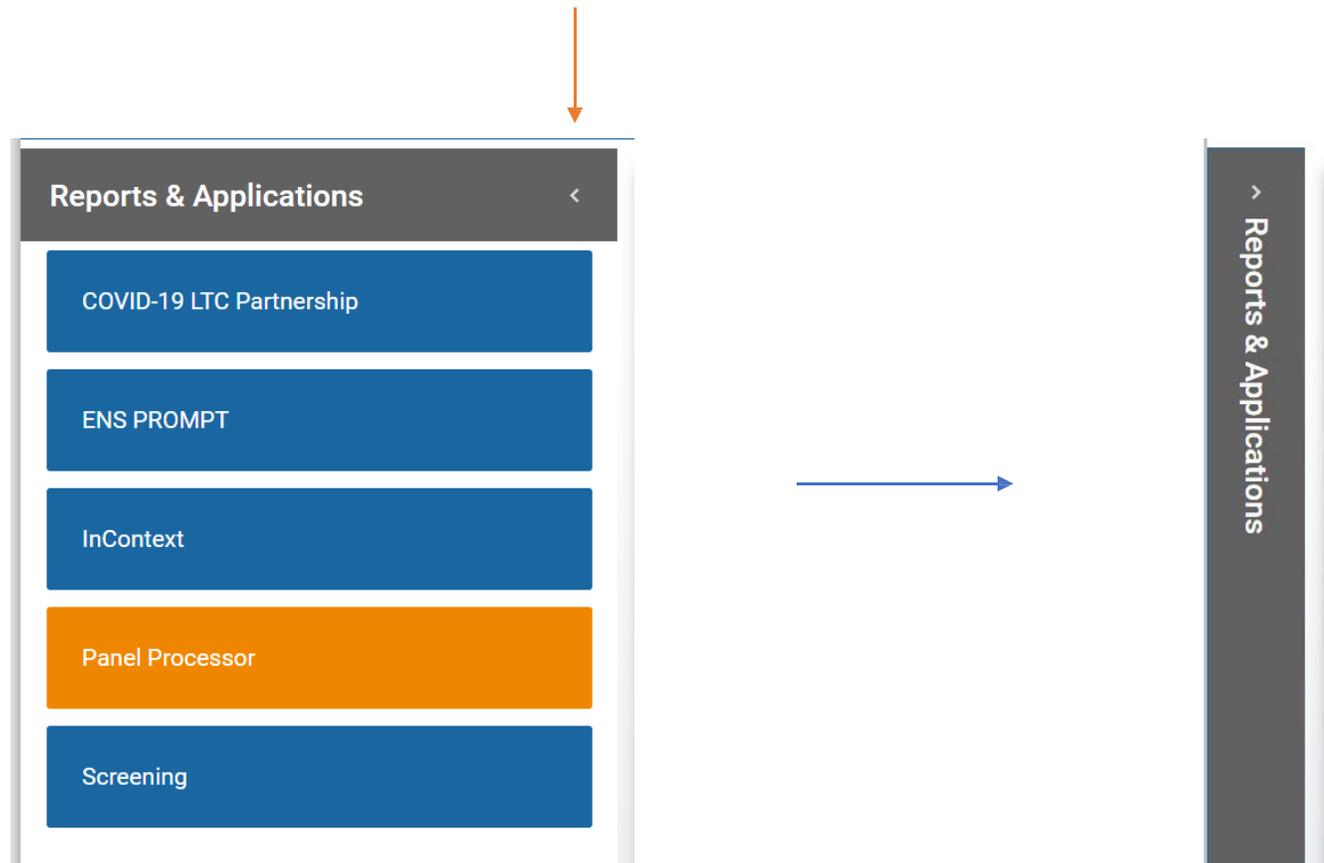
All applications will be displayed within the Portal:



You can navigate to other applications by using the **Reports & Applications** menu

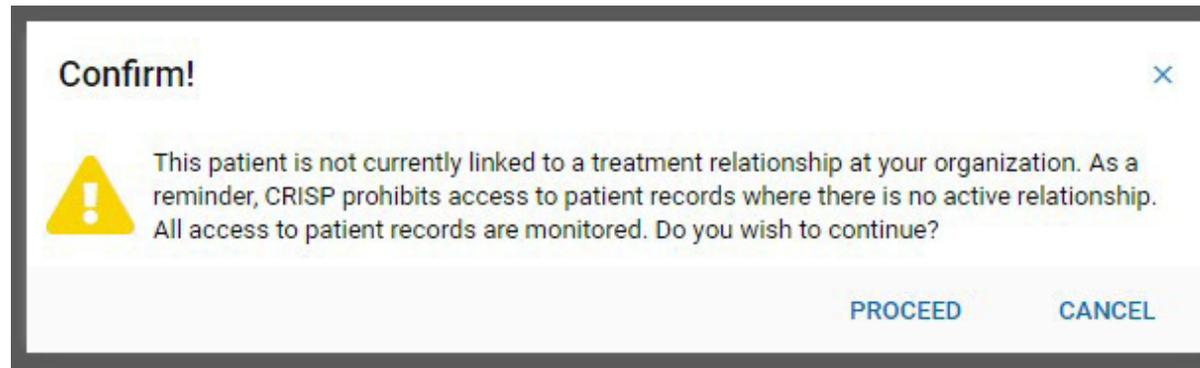
Launching an Application

If you'd like to collapse the Application menu to view the app in a larger screen, you can do so by clicking the arrow:



Attest to Relationship

If you are launching an application for patient with whom you do not have an active relationship, you will be presented with the following message:



If you choose to Cancel, you will be taken back to Patient Search.

Attest to Relationship

If you would like to proceed, you will be asked to enter a reason for attesting to the relationship:



A screenshot of a web application dialog box titled "Please select a reason". The dialog has a close button (X) in the top right corner. Below the title is a label "Reason" followed by a dropdown menu. The dropdown menu is open, showing five options: "New patient", "Treatment", "Care coordination", "Quality improvement", and "Public health". The "New patient" option is highlighted with a blue background. To the right of the dropdown menu, there is a red exclamation mark icon, indicating a required field or an error.

Patient Opt Out

If you are launching an application for a patient that has opted out of CRISP, you may see the following message:

This patient has opted-out from having their data shared through the HIE. Only information required by law is available to treating providers. The patient may learn about their rights and opt back in by visiting <https://www.crisphealth.org>.

Additional Features

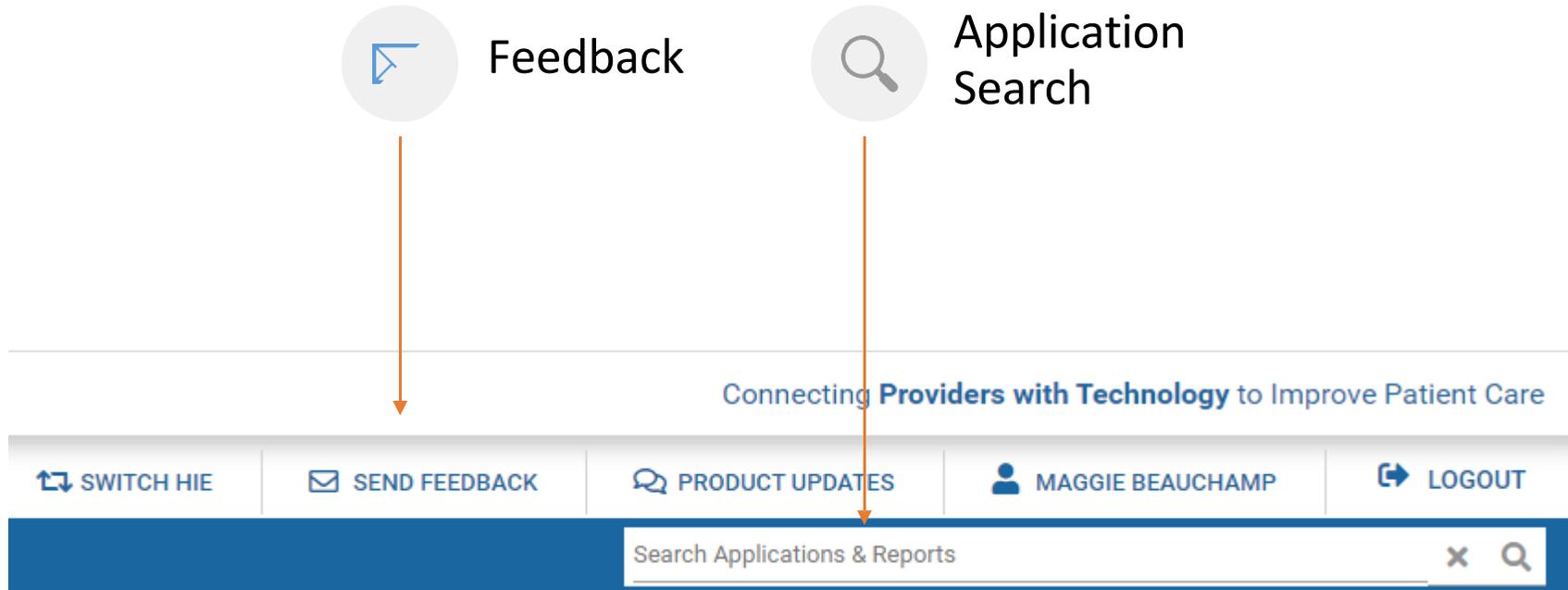


Feedback



Application Search

Additional Features



Note: The CRISP Feedback site transmits data to our Customer Care Team via secure email, so PHI is allowed.