

SYNCRONYS

Webinar Series

May 18, 2021



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WELCOME



- Announcements – April L. Salisbury, Director of Onboarding & Training
- News – Terri Stewart, Chief Administrative Officer
- Our featured presentation – ***“Now that I’ve logged into Amadeus, I have a few questions...”*** – Thomas East, PhD, Chief Executive Officer / Chief Informatics Officer and Ms. Salisbury
- Your questions and feedback

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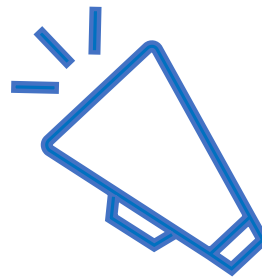
ANNOUNCEMENTS



- We are recording today's webinar.
- The recording will be made available with a PDF of the slides.
- Video cameras will be turned off.
- All lines are muted, but you can unmute your line during Q&A.
- You may also send questions and comments through the chat window.

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NEWS



- Orion Health Amadeus platform migration of remaining portal users occurred May 11, 2021
- HB 269 Passed with bipartisan support!
- As of July 1, 2021, New Mexico's patient information privacy laws are aligned with HIPAA.



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FEATURE PRESENTATION

***“Now that I’ve logged into Amadeus,
I have a few questions...”***



Thomas East, PhD, CEO/CIO



April L. Salisbury, MBA-HCM,
Dir., Onboarding and Training



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WHY ARE WE UPGRADING & WHAT ARE THE NEW FEATURES?



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ENHANCING THE HIE HAS BROUGHT
PROBLEM SOLVERS TO THE TABLE . . .



. . . WITH SOLUTIONS TO MEET HEALTH CARE
ORGANIZATIONS WHERE THEY ARE

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WHY UPGRADE?



To improve what the HIE clinical portal can do for you, we have upgraded to the Orion Health Amadeus platform!

Amadeus delivers a comprehensive approach to acquiring, enriching, analyzing, and presenting actionable clinical and claims data, as well as non-traditional data. The platform offers higher performance, better business continuity and disaster recovery as well as improved security for your information (HITRUST certified)

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WHY ARE THERE 3 LOGOS ON THE LOG-IN SCREEN?

- Framework is shared with Minnesota and Iowa HIEs.
- New Mexico's data is separate.
- Creates economies of scale for more efficient support of the HIE for New Mexico.



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WHAT ARE THE NEW FEATURES?



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NEW FEATURES WITHIN THE PORTAL

- Ability to handle different data sources
- Diagnostic Quality Images
- Import to PACS (when authorized)
- Coordinate Care module option
- HBI Solutions data analytic dashboards
- Vynca Advance Care Planning tool



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The screenshot displays the eHealth Technologies patient portal interface. At the top, the patient's name 'FLAUBERT, Gustave' and other details are visible. The main content area shows a clinical document titled 'XR ABDOMEN 1 VW PORT' performed on June 11, 2020, by KATHERINE ARKWRIGHT. The document includes a 'Gross Description' and 'Findings' section. A 'View Image' button is highlighted in the top right corner of the document view. An inset window shows the actual X-ray image of the abdomen. The eHealth Technologies logo is visible in the bottom left corner of the portal interface.

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ACCESSING THE HIE-WIDE WORKLIST WITH TRANSFER-TO-PACS



Status	MRN	Location	Study Date	Study Description	Modality	Accession #
<input type="checkbox"/>	456	Holy Cross Hospital	06/01/2018	BRAIN ROUTINE	MR	16603021
<input type="checkbox"/>	M54234	Maryland Open MRI	08/23/2014	MR CP SPINE LUMBAR	MR	69420302
<input type="checkbox"/>	456	Holy Cross Hospital	07/12/2013	MR LUMBAR SPINE WWO CONTRAST	MR	223262
<input type="checkbox"/>	83452	Johns Hopkins Hospital	06/15/2013	MR BRAIN	MR	JH133342
<input type="checkbox"/>	456	Holy Cross Hospital	06/12/2018	SHOULDER LT	DX	16603022
<input type="checkbox"/>	456	Holy Cross Hospital	04/21/2018	CT Head	CT	161000022
<input type="checkbox"/>	83452	Johns Hopkins Hospital	09/14/2012	CT HEAD	CT	JH58463
<input type="checkbox"/>	456	Holy Cross Hospital	01/03/2011	CT CHEST W CONTRAST	CT	50430203
<input type="checkbox"/>	456	Holy Cross Hospital	06/16/2018	KR CHEST PA LATERAL 2 V	CR	16603023
<input type="checkbox"/>	456	Holy Cross Hospital	06/16/2018	KR FEMUR RIGHT	CR	16603025

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WHAT'S ORION HEALTH COORDINATE?



- A software suite that extends the capabilities of a traditional HIE with several modules including:
 - Collaborative worklists
 - Circle of care
 - (Configurable) Clinical Pathways
 - Organized sequence of tasks and forms
 - Medication Reconciliation
- All closely integrated with other components of Amadeus

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ORION HEALTH

Collaborative Worklists

ANP Consultant Review
Archived list
ICB Pathway 3
Patients with Destination
Next Week
Patients with no
destination
Results for Sign Off
Shared Case Load
Skylark Rehab List

Personal
CC Example
COVID 19
COVID19 Positive self isolate
HMS Dauntless Quarantine
ICB Pathway 2
Shared
COVID 19 POSITIVE RESULT
SELF ISOLATE
COVID 19 ALL CASES
Diabetics with high HbA1C
Falls Risk Patients
GP Act engagement
MDT Patients
RPM Virtual Ward
System
Cancer Pathway - Prostate
Demo Patient List
Patients with Care
Coordinators

Patients with Care Coordinators

Shared with 4 users Patients that have an active Care Coordinator relationship.

Patient ID	Name	Care Coordinator	Gender
8131542651220_OHCP	BARDON, Florence	Taylor Knight	Female
584753694_OHCP	BROWN, Jane	Lee Webb	Female
2048909_OHCP		Lee Webb	Male
2048918_OHCP		Lee Webb	Male
123488901_OHCP		Lee Webb	Male
9876543219_OHCP		Lee Webb	Male
152489_OHCP		Lee Webb	Female
1234892_OHCP		Lee Webb	Male
6789012_OHCP		Lee Webb	Male
192343694_OHCP		Lee Webb	Female
7890123_OHCP		Lee Webb	Male
2048917_OHCP		Lee Webb	Female
544444444_OHCP		Lee Webb	Female

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COVID-19 ALL CASES

Shared with 7 users Cohort
This list contains patients with COVID-19

Patient ID	Name	Last Followup	Admission Date	Facility	Region
2048916_OHCP	POW	24-Oct-2020	11-Nov-2019		
152489_OHCP	BAU	18-Oct-2020	18-Nov-2019		
6789012_OHCP	RY	18-Oct-2020	18-Nov-2019		
6789012_OHCP	RY	18-Oct-2020	18-Nov-2019		
544444444_OHCP	RY	18-Oct-2020	18-Nov-2019		
6789012_OHCP	RY	18-Oct-2020	18-Nov-2019		

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Circle of Care

Friends & Family

Name	Relationship	Role	Consent to Share
John Cardinal		Patient Representative	Unknown
Peter Bagdon	Brother		Yes

Care Team

Name	Role	Organizations	Contact Details
Patrick Song	Social Worker		
Sue Wells	Community Nurse Specialist		
Taylor Knight	Care Coordinator		
William Mayfield	General Practitioner		

Organisations

Name	Type	Contact Details
SAWHSA	Mental Health	
Waggreens	Community Care	0505 217-0983
Presbyterian Hospital	Acute Care / Hospital	05-841-1234

Circle of Care

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HBI SPOTLIGHT ANALYTICS PLATFORM

Analytic Modules & Dashboards

- Acute Episode Management**
- Transition in Care Management**
- Population Health Management**
- Quality and Gaps in Care Management**

Analytic Insights

- Acute Risk**
 - Mortality
 - Sepsis
 - Falls
 - Lengths of stay
- Transition Risk**
 - 30-day inpatient readmission
 - 30-day ED revisit
 - 12-month death
 - 12-month heart attack / stroke
 - 12-month suicide
 - 12-month overdose
- Population Risk**
 - Cost
 - Utilization
 - Chronic disease development
 - Disease event
 - Mortality
- Quality & Performance**
 - HEDIS
 - ACO
 - MIPS
 - Utilization
 - Cost

Data Platform

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- 1 Measures organized by measure type – Person Based, Encounter Based, Utilization Based
- 2 Key Statistics – Performance Score across all 3 measure types
- 3 Target Rates - SYNCRONYS defined
- 4 Previous Year available using “Previous” toggle

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Eligible patient list per measure



Showing 1 to 15 of 16 324 results

Patient is eligible for the following Quality Measures

Eligible measures within the Individual Profile

Capit	3. Chained Cap
-------	----------------

HEDS® The results are Efficacy, Business Data and Information, Set (HEDS®) is a registered trademark of NCGA

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VYNCA ADVANCE CARE PLANNING



- View, create, upload, and sign MOST forms for your patients
- View existing Advance Directives
- Phase I – Global patient search, add new patients and no need to login again.
- Phase II – No need to pick the patient, it will default to the patient you are viewing in the SYNCRONYS portal
- Phase III – Import existing documents from participating organizations



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M.O.S.T. FORMS AND ADVANCE DIRECTIVES – PHASE I

The screenshot displays the Vynca Patient Search interface. On the left, a sidebar menu for 'Amadeus' lists various options: PATIENTS, WORKLISTS, COMMUNICATE, PORTAL MESSAGING, and ADVANCE DIRECTIVES AND MOST FORMS. The 'ADVANCE DIRECTIVES AND MOST FORMS' option is highlighted with a blue box. The main content area is titled 'Patient Search' and includes a 'Fill in Patient's Information' section. This section contains a 'Required Search Information' field with a search icon and a placeholder text 'Please enter the patient name'. Below this is an 'Additional Information' section with fields for Gender (Male) and Date of Birth (Month, Day, Year). A 'Report Problem' button and a user profile icon for 'April Salisbury-1' are visible in the top right corner of the interface.

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Search Results

NAME	DATE OF BIRTH	SSN	FACILITY NAME	POLST AVAILABLE	GENDER	view more +
Test Smith	1911-01-01		Synchrony	Yes	Male	
NAME	DATE OF BIRTH	SSN	FACILITY NAME	POLST AVAILABLE	GENDER	view more +
coronavirus test	1946-01-02	***-**-1234	Synchrony	Yes	Male	
NAME	DATE OF BIRTH	SSN	FACILITY NAME	POLST AVAILABLE	GENDER	view more +
Becky Test	1950-02-01	***-**-6543	Synchrony	Yes	Female	
NAME	DATE OF BIRTH	SSN	FACILITY NAME	POLST AVAILABLE	GENDER	view more +
yankee test	1950-01-03	***-**-9876	Synchrony	Yes	Male	
NAME	DATE OF BIRTH	SSN	FACILITY NAME	POLST AVAILABLE	GENDER	view more +
Trainee Test	1919-06-06		Synchrony	Yes	Male	
NAME	DATE OF BIRTH	SSN	FACILITY NAME	POLST AVAILABLE	GENDER	view more +
Vynca Test	1911-01-01	***-**-1234	Synchrony	Yes	Female	

Did not find the patient you were looking for?

[Add Patient](#)

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coronavirus test
DOB: Jan 02, 1946 (Male, 73 yrs)

[Report a problem](#) [Connect Smart Device](#) [Help](#) [April Salisbury, MD](#)

ADVANCE CARE PLANNING DASHBOARD [Start a NEW MOST](#)

Current MOST [View MOST](#)

Cardiopulmonary Resuscitation

Attempt Resuscitation/CPR

Medical Interventions

All Indicated Interventions

Artificially Administered Nutrition

Time-limited Trial of Artificial Nutrition

Artificially Administered Hydration

Time-limited Trial of Artificial Hydration

Data from: [synchrony-esp](#)

ALL DOCUMENTS

Drag or Browse for a document to upload. Or [Start a NEW MOST](#)

MOST

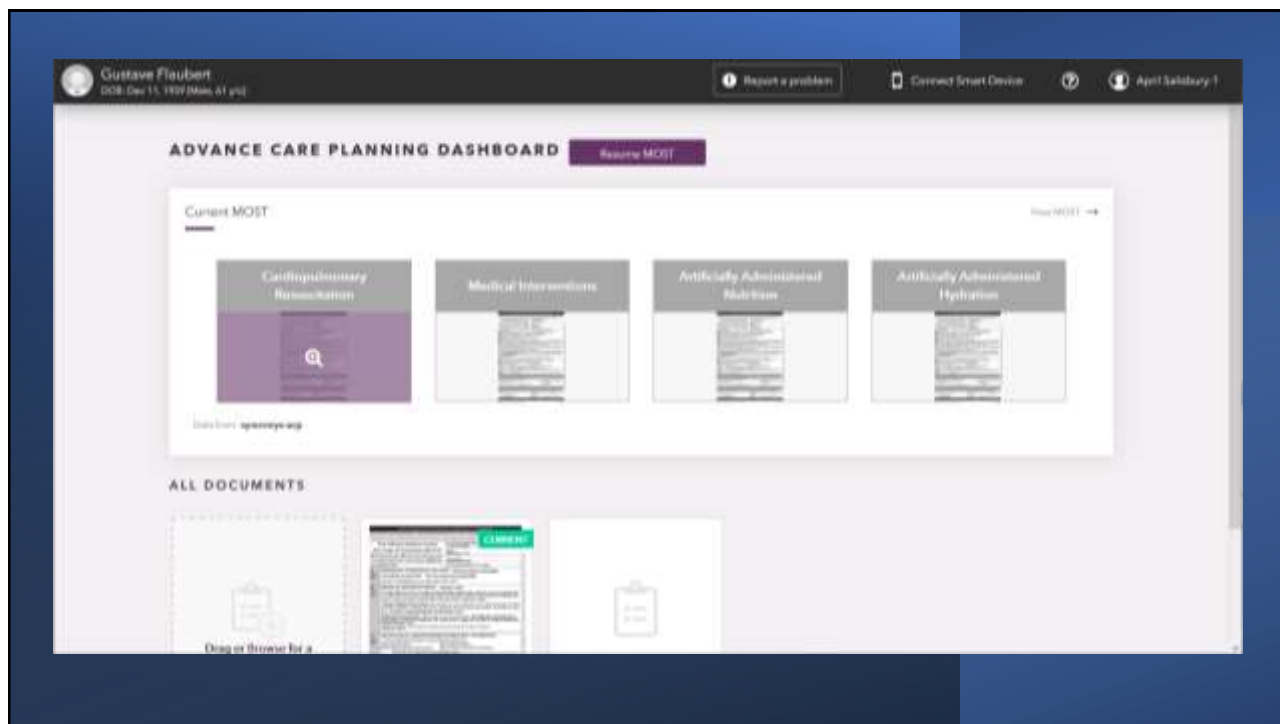
Updated: 06/18/2021

Data from: [synchrony-esp](#)

Advance Directive

No active form found.

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WHAT DO YOU MEAN BY
“MORE AND BETTER DATA?”

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MORE & BETTER DATA

- Improved interfaces
- Vital Statistics (death) information
- Medication fill data from Medicaid claims
- New hospital ADT feeds and electronic lab reporting (including COVID19 results)
- Rhodes Group's Hepatitis-C status indicators
- Expanded access to nationwide data sources



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RICH SOURCE OF PATIENT DEMOGRAPHICS



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SYNCRONYS has over
2,247,903 unique
individuals in the HIE,
as measured by
distinct valid SSNs.



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HEPATITIS C



- Rhodes Group is attempting to identify and improve outcomes via lab results
- SYNCRONYS and Rhodes Group are arming users with a new tool to assist in the statewide effort to eliminate Hepatitis C
- We intend to pilot this new technology by:
 - Enrolling a few clinics/providers
 - Improving it with feedback from the users
 - Measure the impact

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HEP-C STATUS WILL APPEAR IN THE CLINICAL PORTAL



Hep C Status Examples:
 “HCV Testing”
 “No HCV Testing”

The screenshot shows a clinical portal interface with a left sidebar and a main content area. The sidebar has a 'Clinical Documents' section with a search icon and a 'Group By' dropdown. Below this, there are links for 'Patient Summary', 'Bulk Print Results', 'PDMP Report URL', 'Dynamic Documents (1)', 'Incoming CCD (2 / 2)', 'Laboratory (2 / 2)', and 'Radiology (1 / 1)'. The 'Laboratory' link is highlighted with an orange arrow. The main content area has tabs for 'Patient Summary', 'External Record', and 'Paper Sourced Data'. Below the tabs, there are sections for 'Demographics' and 'Other Identifiers'. The 'Other Identifiers' section lists several ORIONTKGP043 identifiers. The 'Demographics' section shows a table with columns for 'Source date', 'Category', 'Service', and 'Mark'. The table contains several rows of data, including dates like 'Oct-29-2020', 'Nov-01-2020', 'Oct-13-2020', 'Oct-23-2020', 'Aug-04-2019', and 'Jun-10-2019'. The 'Service' column contains 'Lab - Glucose [Mass/volume] in Blood' and 'T8 Compression Fracture/Myeloma'.

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eHEALTH EXCHANGE HUB



CHDRZZZTESTPATIENT, CHDRONE Sex Male DOB Mar-03-1960 (60y)

External Record

External Patient Search

Name * CHDRZZZTESTPATIENT, CHDRONE (X)
Change
Add Name

Sex * Male Female Unknown

Date of Birth Mar-03-1960 (60 years)

SSN 666-00-0001
Example: 123-45-6789

Phone (760) 222-5555
Example: +1-800-555-0123

Address 1234 Howard St (X)
La Jolla CA 92038 USA
Change

Purpose * Treatment

Location * All Specific Children's Hospital Colorado GWPRD01 (X) Change

Search Reset to Defaults

Location	Name	Sex	Date of Birth	Address	Phone	Patient ID
Children's Hospital Colorado GWPRD01 View External Documents	CHDRZZZTESTPATIENT, Chdrone	M	Mar-03-1960	1234 Howard St La Jolla CA 92038 USA	+1-315-755-2020	YCH0784673 (1.2.840.1143)

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External Record - Kable Train

FLAUBERT, Gustave Sex Male DOB Dec-11-1959 (61y)

External Record

External Patient Search

Name * FLAUBERT, Gustave (X)
Change
Add Name

Sex * Male Female Unknown

Date of Birth Dec-11-1959 (61 years)

SSN
Example: 123-45-6789

Phone +1(520) 9552828
Example: +1-800-555-0123

Address 6599 Jaguar Drive (X)
Santa Fe NM 87507
Change

Purpose * Treatment

Location * All Specific Dept of Defense and VA (X) Change

Search Reset to Defaults

Select Specific Locations

Available Locations

- Children's Hospital of Colorado
- Dept of Defense and VA
- Health Current AZ - Health Link
- Healthcare Access San Antonio
- Mayo Clinic
- PHX (E) Paso, TX
- Presbyterian Healthcare Services
- Quality Health Network (QHN)

Selected Locations

Apply Cancel

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FLAUBERT, Gustave Sex: Male DOB: Dec-11-1959 (61y)

[Patient Summary](#)
[Timeline](#)
[External Record](#)
[Images](#)
[Adv Directives/MOST](#)

External Patient Search

Name * [Change](#)
 Add Name

Sex * ☒ Male ☐ Female ☐ Unknown

Date of Birth

SSN Example: 123-45-6789

Phone Example: +1-202-555-0123

Address [Change](#)

Purpose *

Location * ☐ All ☒ Specific [Change](#)

[Search](#) [Reset to Defaults](#)

Location	Name	Sex	Date of Birth	Address	Phone	Patient ID
Dept of Defense and VA View External Documents	FLAUBERT, Gustave	M	Dec-11-1959	6599 Jaguar Drive Santa Fe NM 87507	+1(505) 9552828	2107284349 (2.16.840.1.1)

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FLAUBERT, Gustave Sex: Male DOB: Dec-11-1959 (61y)

[Patient Summary](#)
[Timeline](#)
[External Record](#)
[Images](#)
[Adv Directives/MOST](#)

External Patient Search

Showing All
 Group By Category Sort By Date

External Document Query Summary
 External Documents (44)

[Sep-16-2020](#) Aggregated CCD
 Aug-24-2020 Dental Summary
 Aug-24-2020 Dental Summary
 May-18-2020 1430X1000074
 Apr-23-2020 Admission H&P
 Apr-18-2020 1360X1000074
 Apr-09-2020 Dental Summary
 Apr-09-2020 AP Surgical Path
 Apr-09-2020 1370X1000074
 Apr-02-2020 Dental Summary
 Apr-02-2020 AP Bone Marrow
 Apr-02-2020 1363X1000074
 Mar-20-2020 XR Abdomen AP
 Mar-20-2020 Office Clinic Not
 Mar-04-2020 Dental Summary
 Mar-04-2020 Dental Summary
 Mar-04-2020 1269X1000074
 Mar-04-2020 1267X1000074
 Feb-27-2020 Office Clinic Not
 Feb-25-2020 Dental Summary
 Feb-25-2020 1140X1000074
 Feb-21-2020 Dental Summary
 Feb-21-2020 1139X1000074
 Jan-11-2020 1132X1000074

Document Patient Demographic Information
FLAUBERT, Gustave
 Male, 61 years, Dec-11-1959 (DOB)
 150/M/25367 (1.56.840.1.119881.4.43.10001.100001.1.2)

Address
 Phone
 Location

Aggregated CCD
 Source date Sep-16-2020
 Category External Documents

Continuity of Care Document
 Creation Date September 16, 2020, 18:18:57 +0000

DOD-VA

Patient: Gustave Flaubert
 DOB: December 11, 1959
 Gender: Male

[Table of Contents](#)
 Patient Information Problems Medications Allergies Immunizations Results Vital Signs Encounters Procedures Social History Assessment and Plan Plan of Care/Tree
 Directives/Functional Status/Healthcare Providers/Contact Information
[Back to Top](#)
[Patient Information](#)
 Patient Information

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YOU CAN QUERY THESE EXTERNAL RECORDS AND MORE



- | | | | |
|--|--|--|--|
| <ul style="list-style-type: none"> • Advent Health • Baptist Memorial Health Care (Tennessee) • Centura Health (Colorado) • Cheyenne RMC • Children's Hospital Colorado • City of Health • Contra Costa (California) • Coordinated Care Health Network (Texas) • Dignity Health (California) • Fairview Health Services • Franciscan Missionaries of Our Lady Health System • Greenville Health System • Guardian Health Services • Guthrie Health | <ul style="list-style-type: none"> • HASA (Texas) • Hawaii Pacific Health • HealthCurrent (Arizona) • HealthEast Care System • HealthShare Exchange • IHIN (Iowa) • Lewis And Clark Information Exch. • Medical University of South Carolina • Memorial Healthcare System • Michiana Health Info, Network • Midwest Health Connection • MMNCH: Clinical Integration Connection (Georgia) • Nebraska Health Information Initiative (NeHII) | <ul style="list-style-type: none"> • Northwestern Memorial Healthcare • Norton Healthcare • Novant Health • OCHIN • Office of Health Information Technology • Premise Health • Providence Health and Services Alaska • Providence Health and Services Washington • Quality Health Network (Colorado) • SacValley MedShare • Samaritan Health Services • South Dakota Health Link | <ul style="list-style-type: none"> • SSM Health • St. Luke's Health System • Sutter Health Affiliates and Community Connect Practices • Swedish Medical Center • Tampa General Hospital • UnityPoint Health • University of Calif. San Francisco • Utah Health Information Network • Vidant Health • Western New York Clinical Information Exchange (HEALTHeLINK) • Yale New Haven Health |
|--|--|--|--|

<https://ehealthexchange.org/participants/>

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HOW DID YOU IMPROVE WORKFLOW?



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WORKFLOW IMPROVEMENTS

- Cleaner patient search result lists / hover over ID to see all MRNs
- Configure screen layouts the way you prefer
- Bulk Print option for packaging notes and test results
- Quickly retrieve Narx reports and patient education materials from the NM Board of Pharmacy PDMP site for all prescribers
- Medicines Viewer tool to analyze medication lists
- Attestation to patient consent by clinicians



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PATIENT SEARCH



- Search with demographic information, last name is required.
- You may include a middle name in the first name field.
- Or Search by MRN with the corresponding health system (organization).

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PATIENT SEARCH



- A patient's various system medical record numbers can be seen if you hover over the system's identifier number in the search result list.

<input type="checkbox"/>	Identifier	Name	Date of Birth (Age)	Sex	Phone	Address
<input type="checkbox"/>	AAZ-85747-8	MOUSE,	Aug-05-1941 (79 years)	Male	(555)555-5555 (Home) (444)444-4444 (Work)	1 MAIN STREET, ORLANDO, FL, 32830, US
<input type="checkbox"/>		MOUSE, MICKEY	Jan-01-1901 (120 years)	Male	(505)555-5555 (Home)	1111 CENTER STREET, SANTA FE, NM, 87505, US

Other Identifiers
 57764 YIOP1UMI
 AAZ872349 (ORION)
 G5000003PPP (True Health New Mexico)

Add checked results to worklist ☐ Replace worklist with checked results ☐

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DEFAULT CLINICIAN HOME SCREEN



Amadeus

- PATIENTS
 - Recent Patients
 - Patient Search
- WORKLISTS
- NOTIFICATIONS
- PORTAL MESSAGING
- ADVANCE DIRECTIVES AND MOST FORMS
 - Digital Advance Care Planning Tools

Recent Patients

Last 7 Days

<input type="checkbox"/>	Identifier	Name	Sex	Age
<input type="checkbox"/>				

Last 4 Weeks

<input type="checkbox"/>	Identifier	Name	Sex	Age
<input type="checkbox"/>				

Last 12 Months

<input type="checkbox"/>	Identifier	Name	Sex	Age
<input type="checkbox"/>				

My Worklist

<input type="checkbox"/>	Identifier
<input type="checkbox"/>	

Configure Layout

Recent Patients

- + New Section to the Right
- + New Section Below

My Worklist

- + New Section to the Right
- + New Section Below

Update Layout | Discard Changes | Reset to Defaults

- You can configure the layout of your home screen.

- You will see your first worklist but can display others with this icon.

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ENHANCED PATIENT PRIVACY CONTROLS



Privacy seals are in place by default, until your organization has obtained patient consent to view sensitive conditions.

Access Sealed patient

I need to view information about this patient because:

☒ of the following reason

-- Select Reason --

-- Select Reason --

Have written consent from patient

Providing emergency care

Access for Public Health Surveillance, Investigation, Interventions or as Required by Law

If you are authorized to “Break the Seal” for temporary access you will see this screen and may choose from the first three reasons in the dropdown.

Break the seal action is audited!



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BETTER DATA. BETTER HEALTH.

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TULLY, Devin | M | 000 Jun 26-1966 (54y)

Access Sealed patient

I need to view information about this patient because:

☒ of the following reason

-- Select Reason --

-- Select Reason --

Have written consent from patient

Providing emergency care

I understand that this will be recorded and may be audited.

Break Privacy Seal Cancel

TULLY, Devin | M | 000 Jun 26-1966 (54y)

Access Sealed patient

I need to view information about this patient because:

☐ of the following reason

-- Select Reason --

☒ Patient has granted written consent for providers in my organization to access their clinical record

I understand that this will be recorded and may be audited.

Break Privacy Seal Cancel

You asked for it; we listened!

Temporary Access

New feature!

or Permanently attesting to patient consent

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FLAUBERT, Gustave (M) Male (DOB Dec-11-1959 (67y))

Demographics

Other Identifiers	Emergency Contact
83458-3454 (Christus St. Vincent Regional Med Ctr)	Name: ANDRE, ELLEN
75239 (Miners Colfax Medical Center)	Phone: 5504455884 (Home)
75240 (Miners Colfax Medical Center)	
AAA-01000-6 (ORCID)	
AAA-02001-9 (ORCID)	
AAA-02100-7 (ORCID)	

Demographics

Address	Phone	Phone
6555 Jaguar Driv, Santa Fe, NM, 87507 (Home)	5059552828 (Mobile)	+1505 9662828 (Home)

Allergies

Details	Reaction	Overall Severity	Onset Time	Type	Source
Allergy to Peanuts	Anaphylaxis	Severe	On Date 15-Jan-2012	Food	CSV_HOSP_I
No Known Allergies	UNKNOWN	UNKNOWN		Miscellaneous	MONC_CUN
NEOMYCIN/POLYMYXIN /DEXAMETHASONE 0.1% Suspension	redness/swellness	UNKNOWN		Miscellaneous	MONC_CUN

Encounter History

Admission	Discharge	Admit Reason	Discharge Diagnosis	Visit Type	Specialty	Facility	Physician	Attenders
Jan-10-2021	Jan-10-2021	LEFT SIDE PAIN	Calculus of ureter	Emergency		Miners Colfax Medical Center		RENEE KING
Apr-20-2020	Apr-20-2020	L		Outpatient		Miners Colfax Medical Center		CHRISTINE LOPEZ MD
Apr-11-2008	Apr-16-2008			Inpatient	Medical Service	Red Regional Hospital	Dr Joe MARTIN	Joe Martin
Apr-11-2008	Apr-14-2008	Nausea (finding)	Hepatitis A - current infection (finding) (1 of 2 diagnoses)	Inpatient	Medical Service	Red Regional Hospital	Dr Joe MARTIN	Joe Martin

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PATIENT SUMMARY – WHAT CHANGED?

Patient Summary

Clinical Documents

Showing: All [Mark All As Read](#)

Group By: Category Sort By: Date

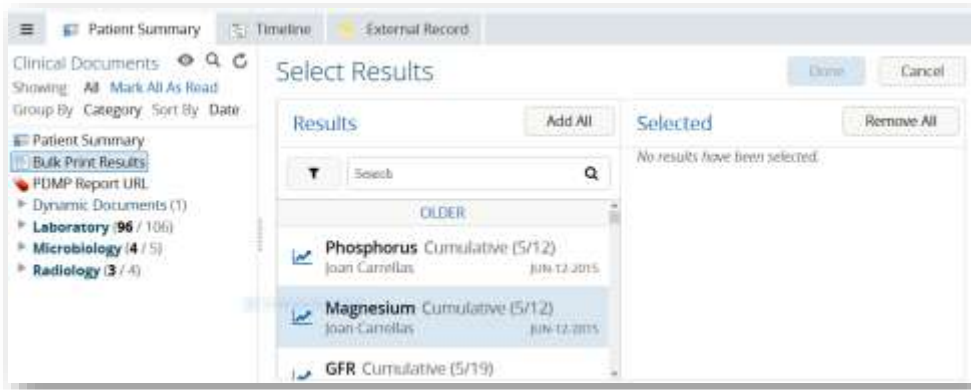
- Patient Summary**
- Bulk Print Results**
- PDMP Report URL**
- Dynamic Documents (1)**
- Laboratory (96 / 106)**
- Microbiology (4 / 5)**
- Radiology (3 / 4)**

- Document View is now called “Clinical Documents”
- New Bulk Print Results feature
- PDMP is on the side menu, instead of a tab (now available for prescribers)
- Clinical Notes are now “Transcribed Documents”

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PATIENT SUMMARY – WHAT CHANGED?

- Bulk Print Results feature (New)



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The screenshot displays the Syncronys ACP Dashboard for a patient named Cameron Iestpatient, 40M. The dashboard is organized into several sections:

- Top Navigation:** Includes tabs for Patient Summary, External Record, Images, and Adu Onesthesis/MOST.
- Left Sidebar:** Contains a list of Clinical Documents, including Patient Summary, Bulk Print Results, and PDMP Report Link.
- Main Content Area:**
 - Access to Treatment:** A section for finding MAT providers, featuring a search bar for zip code (43215) and a Submit button.
 - Educational Resources:** A section for informational documents, including What You Need to Know, Opioids and Chronic Pain, and Pregnancy and Opioids.
 - Informational Documents:** A section for informational documents, including What You Need to Know, Opioids and Chronic Pain, and Pregnancy and Opioids.

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NEW SOLUTIONS



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HIGH-VALUE USE CASES FROM COLLECTIVE MEDICAL

Substance Use Disorder (SUD) Management



- Objective – surface awareness and support workflows dedicated to patients suffering from SUD including ED notifications, patient transitions to MAT facilities, and enhanced care for infants w/ Neonatal Abstinence Syndrome (NAS)/ Substance Exposed Infants (SEI).

Emergency Department Optimization



- Objective – drive workplace safety and improved decision-making in the emergency department (ED), delivering relevant patient-specific alerts and information to hospitals.

Collaboration and Coordination of Mental Health



- Objective – surface awareness and enable collaboration for patients with mental health needs across both acute and ambulatory settings via care insights and notifications to respective entities.

Transitions of Care Management



- Objective – support a smoother care transition for patients and providers by providing alerts and information related to transition events such as patient discharges and potential readmissions.



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USE CASES BY PROVIDER TYPE

Use Case or Solution	Hospital	Ambulatory *	SNF
Standard Collective Platform Connection to Access Use Cases	x	x	x
Conditions of Participation **	x		
Emergency Department Optimization	x		
Substance Use Disorder Management	x	x	
Collaboration and Coordination of Mental Health	x	x	
Transitions of Care Management	x	x	x

* Depending on the use case, Ambulatory may refer to the following in an ambulatory setting: primary care, mental/behavioral health, care coordinators, or Medication Assisted Treatment (MAT) providers.

** Conditions of Participation (CoP) requirements only apply to hospitals.

If you are one of these provider types, you get access to applicable use cases as part of your SYNCRONYS subscription.



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LOOKING TOWARDS THE FUTURE

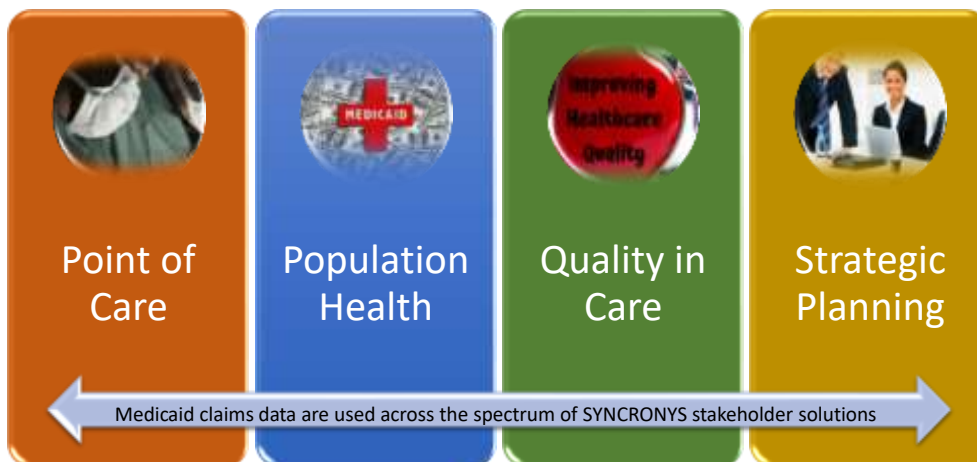


With partners in our community, we are working on:

- Meeting USCDI Goals
- Capturing social determinants of health
- Serving the justice-involved patient population
- Finding solutions to improve behavioral and physical health collaboration and coordination
- Improving capture of reportable lab results
- Identifying resources for patients (e.g., Open Beds)

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SYNCRONYS' MEDICAID SOLUTIONS



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ENHANCING THE HIE HAS BROUGHT TOGETHER INNOVATORS . . .



. . . TO TRANSFORM LIVES & DELIVER HIGH QUALITY
SOLUTIONS FOR HEALTHCARE IN NEW MEXICO

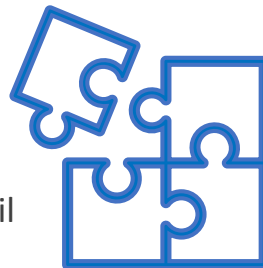


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COMING TOGETHER

We are working with organizations to
integrate use of the HIE into workflow,
meeting them where they are:

- Screen-scraping single-sign-on
- Full SAML integration
- Simple shortcuts from browsers
- Direct Secure Messaging webmail
- Patient/Member roster-based notification processes
- Hyperlinks from Use Case applications



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GROW WITH US!



SYNCRONYS is committed to provide value through:

- More and better data
- Easier access
- Notification & Collaboration tools
- Actionable information
- Analysis to identify gaps and reduce risk

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HELP DESK

- Please contact your internal help desk for log in assistance if one exists at your organization.
- If you do not have a help desk – please contact our SYNCRONYS staff at 505-938-9999 or help@synchronys.org
- Training materials for new hires will be available soon at our new website, www.SYNCRONYS.org



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QUESTIONS?

Call: (505) 938-9900

Email: info@synchronys.org

Visit: www.synchronys.org



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FUNDING SUPPORT IS AVAILABLE



Don't miss out!

– Just 4 months remain on funding

- Interface costs to assist in sharing data with the HIE.
- Tools and consultation to better integrate HIE into clinical workflow.
- Help New Mexico achieve national patient data interoperability goals.



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YOUR CUSTOMER ENGAGEMENT TEAM



Behavioral Health | Diagnostic Facilities | UNMH/SRMC | DoH –

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Payers | Integrated Health Systems –

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Independent Clinics | Federally Qualified Health Centers –

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YOUR CUSTOMER ENGAGEMENT TEAM



Hospitals | Indian Health Service | Tribal Health Systems/Clinics –

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**Skilled Nursing Facilities | Long Term Care |
Rehabilitation | Home Care | Hospice –**

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BETTER DATA. BETTER HEALTH.

New website coming soon
www.synchronys.org



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THANK YOU!



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