

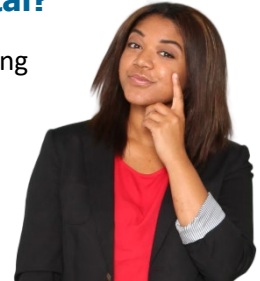
Why am I seeing so many unmerged patient records in the clinical portal?

The SYNCRONYS health information exchange is a rich data source for patient information coming in from many diverse EHR systems and sources. To safely merge data into the correct patient record certain data elements must match.

Some identifiers can be seen in the patient search result list, but other hidden identifiers such as social security number may be heavily weighted to ensure records are not attributed to the wrong patient's record. Key demographic elements that help with matching include:

1) patient address, 2) patient Social Security Number, and 3) patient phone number.

If you search only with a medical record number, it is possible you will not see all the information you want, so for now, searching with demographic information is recommended.



Search

Reset

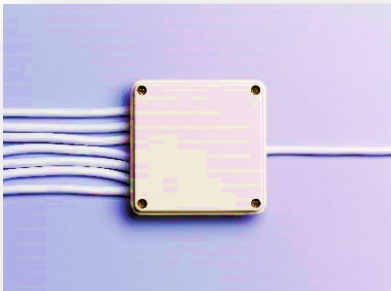
<input type="checkbox"/>	Identifier	Name	Date of Birth (Age)	Sex	Phone	Address
<input type="checkbox"/>	AEF-58-...6	Salisbury, April	SAME DOB	Female	(505)30-992 (Home)	Albuquerque, NM, 87110, USA
<input type="checkbox"/>	AAY-82-...5	SALISBURY, APRIL L		Female	(505)30-992 (Home) (505)938-9905 (Work)	ALBUQUERQUE, NM, 87110 (Home)

Add checked results to worklist

Replace worklist with checked results

What is SYNCRONYS doing to minimize the number of unmerged records I see?

SYNCRONYS is committed to solving this problem and has identified solving the unmerged records as a strategic initiative in 2022. SYNCRONYS is working this issue from several angles and has identified opportunities to improve the quality of the data we receive from healthcare facilities. For example, some electronic health records (EHRs) send medical record numbers with leading zeros, while other systems do not.

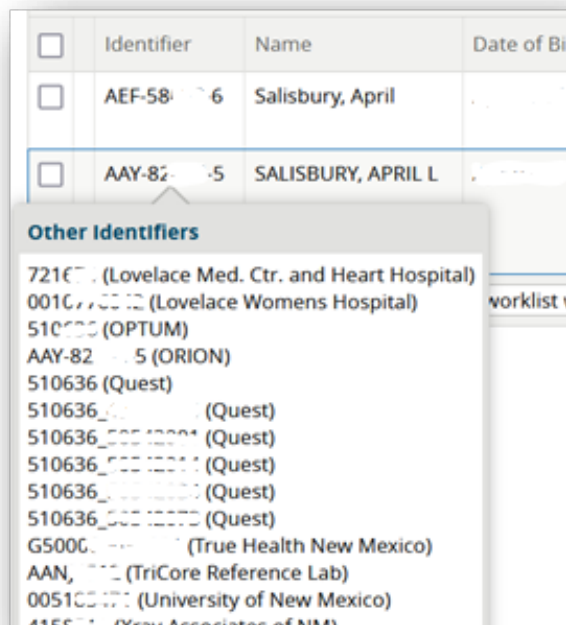
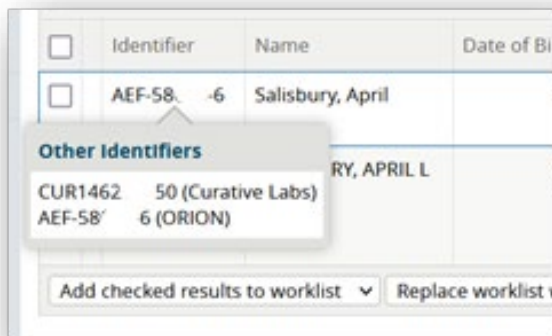


Another driver of unmerged records is related to laboratory testing. There have been instances of “empty” messages with some patient identifiers, but no results; this is just one of the issues being researched to determine its cause. Test results for COVID19 sent to the HIE often do not include many of the identifiers required to merge these records. For this reason, we will purge negative COVID19 results older than 90 days from the HIE.

SYNCRONYS is also researching how to reduce the threshold for patient matching criteria without introducing invalid merged patient identities.

How do I know which record has what I need?

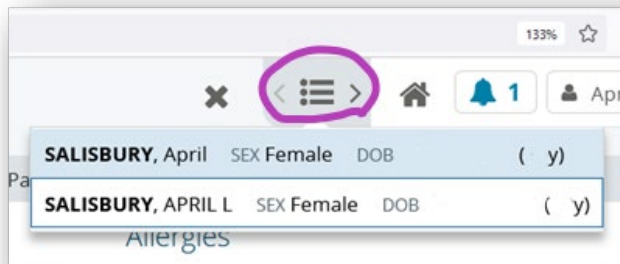
Hovering your cursor over the system identifier (ORION) that you see in the patient search result list will give you a pop-up list of medical record numbers that have merged into that record. In this example (below left), you see a COVID19 lab result. However, in the next row down, the second record (screenshot on the right) has many MRNs, indicating most of the patient's information has been merged into that record, an indication that this record would be of greater interest.



How can I view all the records displayed without having to search repeatedly?

Your SYNCRONYS clinical portal has a tool called “*Context Navigation*” that allows you to quickly move backward or forward within the list of patients from which you selected the individual you are currently viewing; in that case the “context” was your patient search result list. Clicking into the three horizontal lines shows you all the patients in that list of possible matches, which is extremely useful in navigating through those unmerged records you suspect belong to the same person.

Context Navigation can show you the other patients in your Worklist when you use that list to select a patient. Try it on your Recent Patients list too.



What you can do to help minimize the number of unmerged records in the HIE:

If you work in an organization that participates as a data provider to SYNCRONYS, help ensure that key demographic elements needed for a match (i.e., first & last name, date of birth, patient home address, patient phone, and SSN if one is available) are complete and accurate in your EHR and in any patient rosters you share with the HIE.

As a portal user, if you find many unmerged records for what you think is the same patient, you can securely share examples with SYNCRONYS in one of the following ways:



- Send a portal message from within the HIE Clinical Portal (to [SYNC-AVonWorley](#)) with a patient name, DOB, and at least one of the identifiers you see.
- Send a DIRECT secure message (to Syncronys.HelpDesk@direct.hco.syncronys.net), in which case, you can attach a screenshot of what you are seeing.
- Send the information via your encrypted e-mail (to help@syncronys.org).
- Call our help desk at 505.938.9999 and give us the information verbally.

Sharing this information may help us develop more strategies to minimize the problem of unmerged records and may allow us to merge the records that you help validate as the same patient.

I'd like to learn more!

We at SYNCRONYS want to maximize the benefit you get when you access the health information exchange and minimize the time and clicks required to find what you need!



Please visit our website (www.SYNCRONYS.org) for training materials, upcoming free webinars, videos, and other useful information.

If you would like training/refresher assistance, please contact April Salisbury at asalisbury@syncronys.org or 505-938-9905.

If you need login help or other technical assistance, please contact your internal help desk or call 505-938-9999 if one does not exist.



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