

CONNIE ALERTS OVERVIEW

CONNECTICUT'S HEALTH INFORMATION EXCHANGE



WHAT ARE CONNIE ALERTS?

Connie Alerts, Connie's encounter notification service, provides an easy-to-use interface for clinicians to access a worklist of notifications on patient's health care encounters in real-time. Connie matches patient demographic data from the participating organization's patient panel to admit-discharge-transfer (ADT) messages sent from Connie participating organizations that provide outpatient, inpatient, and emergency services. When a patient receives care at a Connie participating facility, the patient's encounter is added to your Connie Alert worklist and includes details about the patient's care during that encounter.

Organizations can customize Connie Alerts to receive vital alerts on critical patient populations. Connie Alerts allow care coordinators to efficiently manage their patient population and provide timely care.

Connie Alerts service is provided as part of Connie core services during onboarding to the Connie Portal. Note that using the worklist feature is only accessible through the Connie Portal.

FEATURES

- **No user limits.**
- **Encounter alerts continuously stream in real-time**, and available for 6 months or 150,000 encounters.
- **Advanced custom filter capabilities** which include creating, saving, deleting, and specific searching filters.
- **Download alert results up to 500 rows** in spreadsheet format.
- **Manage and track patient follow-up status** to work collaboratively with care coordinators or providers at your organization.

FAQs

How do I access Connie Alerts?

Connie Alerts are available by launching the ENS PROMPT app on the Connie Portal Dashboard. The app is now a core tool provisioned during onboarding. If your organization was onboarded to the Connie Portal prior to December 15, 2022, talk to your Connie account manager about accessing Connie alerts.

Will I receive alerts on all of my patients?

Yes. Every organization has access to Connie Alerts using their full panel of patients as part of their default onboarding process.

What do I do if I don't want to receive alerts on all of my patients?

There are a number of ways to limit which patients you are receiving alerts for. First, the most user friendly and flexible way is to use the built-in filter tool. Filters allow you to limit which patients you are seeing based on a number of different criteria. You can use filters in combination and you can save your filters to use any time you access the ENS PROMPT app. For more information about using filters, see the ENS PROMPT section of the Portal User Guide.

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FAQs CONTINUED...

What do I do if I don't want to receive alerts on all of my patients?

Second, Connie can make available Smart Alerts that pull additional information from other data sources to limit which patients you are seeing. These are often used for targeting patients who would be appropriate for specific programs or high-risk populations. Applying a Smart Alert functions similarly to the filters above, but Connie will need to set up the desired Smart Alerts for your use initially. (See the section below to learn more about Smart Alerts)

Third, for organizations that may need to limit the patients displayed more permanently—e.g. they are a part of a large health system and want to see only their location's patients—a unique patient panel can be uploaded for Connie Alerts specifically. This is efficient in providing a targeted alert list, however it can also be limiting and inflexible for users. We suggest using the filters and Smart Alerts initially before applying this approach for most organizations.

What is a Smart Alert?

A Smart Alert is a special filter that uses logic to find and limit the encounter notification list for a particular purpose. Smart Alerts leverage CPT, ICD10 and LOINC coding standards to identify specific healthcare events and alert the patient's care team for improved care coordination, reduced readmissions, and a better patient experience. For example, Connie can provide real-time alerts that notify a patient's care team when their high-risk patients have hospital encounters for specific conditions (e.g. COVID-19, CHF, asthma), or key lab results (e.g. COVID-19, a1c). Connie Smart Alerts are highly configurable, so users receive actionable data.

USER STORIES



I am a care coordinator at a health system. Using Connie Alerts, I have a more comprehensive understanding of our patients' inpatient and outpatient encounters across the healthcare landscape in Connecticut. With this information, we can provide more immediate follow up care—preventing readmissions. Using the status setting, I can coordinate with colleagues, so we are not following up on the same patients.



I'm a mental health provider. I am often not aware when my client has an emergency room encounter. Having this information can be particularly critical if my client is experiencing a mental health crisis. Through the Connie Alert, I am notified when they are admitted and can intervene within an ED visit when needed. My patients benefit greatly from having a known and trusted provider aware and involved when they are experiencing a crisis.



As a primary care provider at a small practice, I rely on Connie to help me support my patients' transition of care when they have been discharged from an in-patient stay. I can get patients into the office for a transition of care visit to clear up any confusion over medications and decrease the risk of a therapeutic disruption. I can filter my list to focus on my most vulnerable patients to prioritize my workload.