

A scenic landscape of Maine featuring a dense forest of trees with autumn foliage in shades of orange, red, and brown. In the background, rolling hills and mountains are visible under a clear, pale blue sky. A thin yellow horizontal line is positioned above the title text.

About Maine's Statewide Health Information Exchange

Overview of HealthInfoNet and our role in serving Maine's health care communities

Objectives

01

Learn about the mission, connections, and services of Maine's statewide Health Information Exchange

02

Understand the available consent choices that individuals have for sharing their health information with HealthInfoNet

03

Provide information about HealthInfoNet's education and training opportunities

Company

From the mountains to the coast, HealthInfoNet's health information services are used by clinical and community providers to inform the care they provide to their communities. Our guiding principle is to endlessly craft better, easier, and safer solutions to facilitate improvements in health outcomes, risks, conditions, and drivers.

Formally established as "HealthInfoNet" in 2006 after a successful feasibility study led by the Maine Health Information Center

Designated in Maine law in 2010 by then Governor Baldacci as operator of Maine's statewide Health Information Exchange

Nonprofit 501(c)3 supporting health care communities in improving the quality and safety of care delivered to individuals

Data Connections

Building connections with clinical and community providers throughout Maine and beyond to support our communities in improving the care delivered to the individuals they serve.

*For more detailed information about our data connections, view the **Data Coverage Report** found on the Clinical Portal service login screen*

All Health Systems and Hospitals

All Federally Qualified Health Centers,
Over 85% Ambulatory Facilities

NorDx, Quest, Dahl-
Chase, HETL Laboratories

Surescripts, MaineCare
Pharmacy Claims

Maine Emergency Medical Services

Some Behavioral Health Facilities

Majority of Long-Term Care Facilities

State Department of Corrections,
Prescription Monitoring Program,
Immunization Registry



Data Connections

eHealth Exchange™



*Access to the eHealth Exchange
is available within the Clinical Portal
service's "eHealth Record" tab*



**Enables access to the Veterans Affairs,
Department of Defense, and United States
Coast Guard health record systems**

Data Sets

As health care service delivery evolves to account for various medical and social circumstances, so are the data sets we're compiling to tell an individual's story of health and wellness.



**Demographics
& Personal
Characteristics**



Encounter History



Medication History



**Allergies &
Adverse Effects**



**Vital Signs &
Immunization History**



Radiology Reports



**Laboratory &
Microbiology Results**



**Social Health
Information**



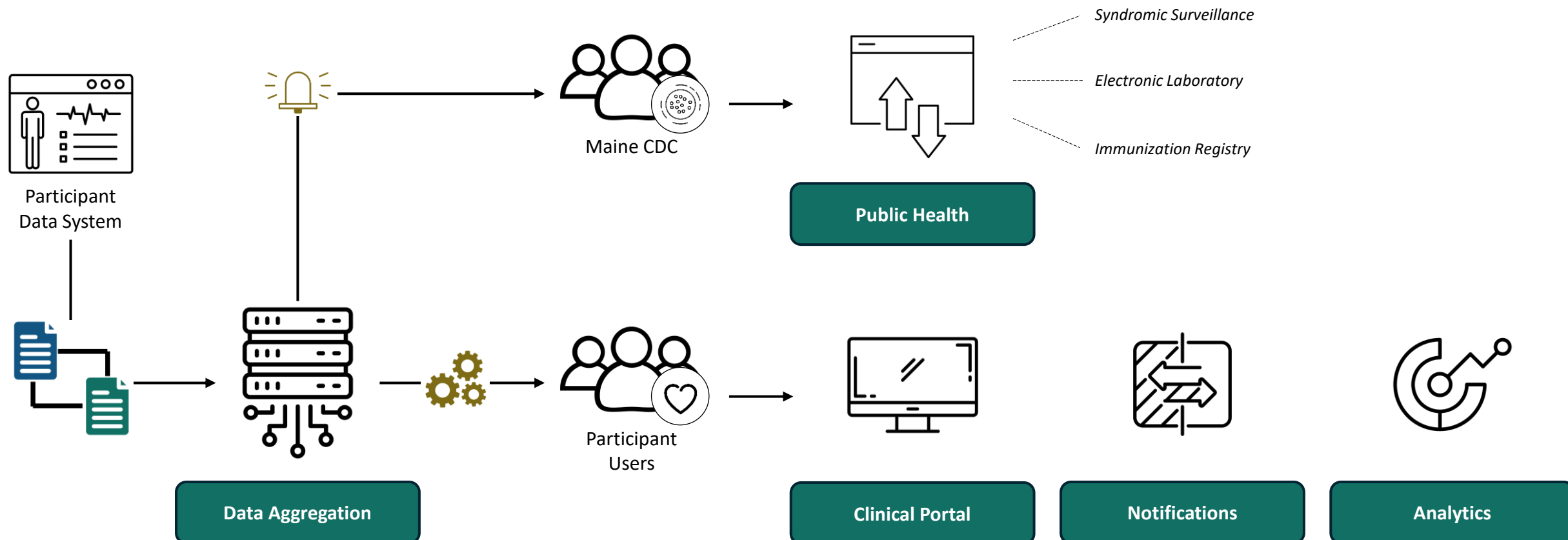
Documentation



Health Information Services

Overview of the services available to participating health care providers

Health Information Services



Collecting & Enriching Complex Health Information

Data Aggregation

Clinical Portal

Notifications

Analytics

Public Health

Data Collection Capabilities

- Clinical data sets (HL7 v.2.x, CCDA)
- Eligibility and claims data sets
- Community and social services data sets
- Data clearinghouse data sets (e.g., Surescripts medications)

Data Enhancement Capabilities

- Mapping local codes into industry standard value sets
- Identifying unique individuals across time and events
- Attributing individuals to care planning panels
- Blocking and sequestering sensitive health information

Building Comprehensive Views Into Health & Wellness

Data Aggregation

Clinical Portal

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Overview

Our Clinical Portal electronic health record service gives our participants the ability to securely retrieve real-time health information for the individuals they serve at the point of care. The service is available in both web-based and EHR-integrated formats depending on participants' preferences and capabilities.

Key Features

- Review an individual's consolidated demographics, allergies, active problems, medications, encounters, test results, vitals, immunizations, and other important documentation
- Streamline system logins by accessing Maine's Prescription Monitoring Program system and the national eHealth Exchange network (including Veterans Affairs, Coast Guard, and Department of Defense health records) directly within workflows
- Leverage user management and privacy auditing capabilities to ensure service usage is authorized and appropriate

HINTEST-DEMO

F / 72 years)

Patient SummaryMy PatientsPMPeHealth RecordNDPPCommunity Services

Document ViewShowing AllMark All As ReadGroup By CategorySort By DatePatient SummarySummary Documents (1 / 1)Care Plans (1 / 1)Consultations (1 / 1)Discharge, History and PhysicalsEmergency (3 / 3)EMS Reports (3 / 4)Immunizations (1 / 1)Laboratory (9 / 10)Microbiology (2 / 2)Operative, Diagnostic and Procedure Notes (2 / 2)OV Outpatient (2 / 2)Radiology (2 / 2)Sensitive Data Displayed (2 / 2)Vitals (15 / 15)

HINTEST, DEMO

DemographicsFemaleSexDate of BirthSep 11 1952 (72 years)RaceWhiteEthnicityNon-HispanicAddress125 Presumpscot StreetPortland ME 04103Phone(207)777-7777Primary Care ProviderNameDOCTOR TESTEmergency ContactNameMOTHER TEST

Active Problems

Code	Description	Status	Onset Date	Location
55822004	Hyperlipidemia		11/05/2021	EMHS
E78.5	Hyperlipidemia, unspecified		10/28/2021	MH
Z91.19	Patient's noncompliance with other medical treatment and regimen		10/28/2021	MH
Z34.80	Encounter for supervision of other normal pregnancy, unspecified trimester		06/30/2021	MH
D64.9	Anemia, unspecified		02/18/2021	MH
K73.9	Chronic hepatitis, unspecified		01/28/2021	MH
J30.9	Allergic rhinitis, unspecified		03/11/2021	MH

Prescription Medications Dispensed within Last 120 Days

Date Dispersed	Drug Name	Dose	Qty	Refill	Prescribed By	Pharmacy	Instructions
10/17/2024	PRAVASTATIN SODIUM 20 MG TABS		90		BRODSKY, KENNETH	OPTUM PHARMACY 700, LLC	
10/17/2024	LATANOPROST 0.005 % SOLN		7.5		LONSDALE, JOHN	BEDARD PHARMACY	
08/06/2024	CHLORHEXIDINE GLUCONATE 0.12 % SOLN		473		KANG, TONY	BEDARD PHARMACY	
07/28/2024	PRAVASTATIN SODIUM 20 MG TABS		90		BRODSKY, KENNETH	OPTUM PHARMACY 700, LLC	
07/24/2024	LATANOPROST 0.005% EYE DROPS		7.5	1	LONSDALE, JOHN	BEDARD PHARMACY, AUBURN	
07/03/2024	LATANOPROST 0.005% EYE DROPS		7.5	1	LONSDALE, JOHN	BEDARD PHARMACY, AUBURN	
06/25/2024	METFORMIN HYDROCHLORIDE ER 500 MG TB24		90		BRODSKY, KENNETH	OPTUM PHARMACY 700, LLC	

Encounter/Visit History

Admission	Discharge	Visit Type	Chief Complaint	Service	Clinician	Dx Category*	Dx Code*	Px Code*	Insurance Type*	Source*
06/24/2024	06/24/2024	Outpatient		Health Access Network Lincoln	DENNIS PAGE				Blue Cross (ME)	HANET
06/06/2024	06/06/2024	Outpatient	Paroxysmal atrial fibrillation (CMS-HCC)	MMPMH CARD EP SCAR	UNKNOWN	I00-I99	I48.0		Medicare	MH
06/05/2024	06/05/2024	Emergency	COVID-19	Emergency	JANESSA LEGER	U00-U99	U07.1		Medicare	WMHC

Allergies & Alerts

Details	Reaction	Severity	Date Entered	Location*
SULFAMETHOXAZOLE 800 MG-TRIMETHOPRIM 160 MG TABLET		Severe	06/26/2024	PCHK
NO KNOWN ALLERGIES			06/06/2024	MH
LACTASE	DIARRHEA		11/30/2021	COVHLTH
MELOXICAM	ITCHING		11/30/2021	COVHLTH
OMEPRazole	OTHER		11/30/2021	COVHLTH
SULFA (SULFONAMIDE ANTIBIOTICS)	ITCHING		11/30/2021	COVHLTH
AMOXICILLIN			11/05/2021	EMHS
DOXYCYCLINE		Moderate	11/05/2021	EMHS
LISINAPRIL			11/05/2021	EMHS
PENICILLINS			11/05/2021	EMHS
UNKNOWN			06/09/2021	MEEMS
TUNA		Severe	06/01/2017	PCHK
ANIMAL DANADER	Hives, sneezing, unable to breath	Moderate	05/06/2015	PCHK
HOT PEPPERS	Hives	Moderate	05/06/2015	PCHK
METAL		Severe	05/06/2015	PCHK

<< PreviousNext >>

TESTING, KIMBERLY x

TESTING, KIMBERLY (KIM)
 Allergies: No Known Medication Allergies
 Code Status:

myNLH: No Age: 50 years DOB: 08/26/1971 MRN: 2440018 FIN: 336172002 Dose Wgt: 80 kg PCP: TEST MD, PROVIDER
 Gender: Female Series: [06/29/2022 10:25:16 EDT] Loc: RRC Isolation: N/A Primary Contact: TEST MD, P...
 COVID-19: <Not Ordered> eLos:

HealthInfoNet

2440018 TESTING KIMBERLY (F / 50 years)

Demographics

TESTING, KIMBERLY

Demographics - CP8

Sex: Female
 Date of Birth: Aug 26 1971 (50 years)
 Race: White
 Ethnicity: Non-Hispanic
 Address: 328 FULLER RD
 HERMON ME 04401-0405
 Phone: (207)848-2075

Primary Care Provider

Name: PROVIDER TEST MD

Emergency Contact

Name:

Allergies

Certain sensitive patient information is not displayed due to legal restrictions. There may be protected mental health data available Break Privacy Seal

Details	Reaction	Severity	Date Entered	Location*
NO KNOWN MEDICATION ALLERGIES			05/16/2022	EMHS

Document View

Showing: All Mark All As Read
 Group By: Category Sort By: Date

Patient Summary

- Summary Documents (1 / 1)
- Consultations (1 / 1)
- Discharge, History and Physical:
- Laboratory (11 / 11)
- Microbiology (3 / 3)
- OV Outpatient (2 / 2)
- Radiology (17 / 17)

Active Problems

Code	Description	Status	Onset Date	Location*
702975009	Ex-tobacco user	Active	05/16/2022	EMHS
115329001	MRSA	Active	04/26/2022	EMHS
5933001	Clostridium difficile	Active	04/25/2022	EMHS

Prescription Medications Dispensed within Last 120 Days

No Results Found

Encounter/Visit History (Hovering Over Data Under Columns Marked with an Asterisk "*" May Show Additional Information)

Warning

Patient has a history of falling

Information

No News/Restricted Patient

Screenshot of Northern Light Health's implementation of the Clinical Portal InContext service within its Cerner EHR

Sending Real-Time Care Alerts

Data Aggregation

Clinical Portal

Notifications

Analytics

Public Health

Overview

Our Notifications service delivers real-time and/or daily email-based messages to our participants about the time-sensitive health-related events had by the individuals they serve. That way, care teams can intervene early and initiate actionable care plans.

Key Features

- Identify the specific individuals to receive alerts on
- Manage the types of alerts to receive
- Leverage auditing capabilities to identify the alerts that were delivered to users

- ☐ Notification
- ☐ Inpatient Admission
- ☐ Inpatient Discharge
- ☐ Emergency Department Visit
- ☐ Emergency Department Discharge
- ☐ Observation Admission
- ☐ Observation Discharge
- ☐ SNF Discharge
- ☐ New Document Available
- ☐ Final Radiology Result Available
- ☐ Final Laboratory Result Available
- ☐ Final Microbiology Result Available

Search MRN [Create Relationship](#)

Event Date	Patient Name	MRN	Point of Care	Event Type	Report Name
2023-05-09 00:00:00	Notifier, Albert	SJHFAKE0011	St Joseph Hospital	Patient is admitted to ER	
2023-05-08 00:00:00	Notifier, Albert	SJHFAKE0011	St Joseph Hospital	Patient is admitted to ER	

Showing 1 to 2 of 2 notifications in this summary

[CSV](#) [Previous](#) [1](#) [Next](#)

2023-05-06 05:00:01 [nyeofisher@hinfonet.org](#) [HealthInfoNet Daily Summary](#)

2023-05-05 05:00:01 [nyeofisher@hinfonet.org](#) [HealthInfoNet Daily Summary](#)

2023-05-04 05:00:01 [nyeofisher@hinfonet.org](#) [HealthInfoNet Daily Summary](#)

2023-05-03 05:00:01 [nyeofisher@hinfonet.org](#) [HealthInfoNet Daily Summary](#)

Translating Complex Data Sets Into Actionable Analytics

Data Aggregation

Clinical Portal

Notifications

Analytics

Public Health

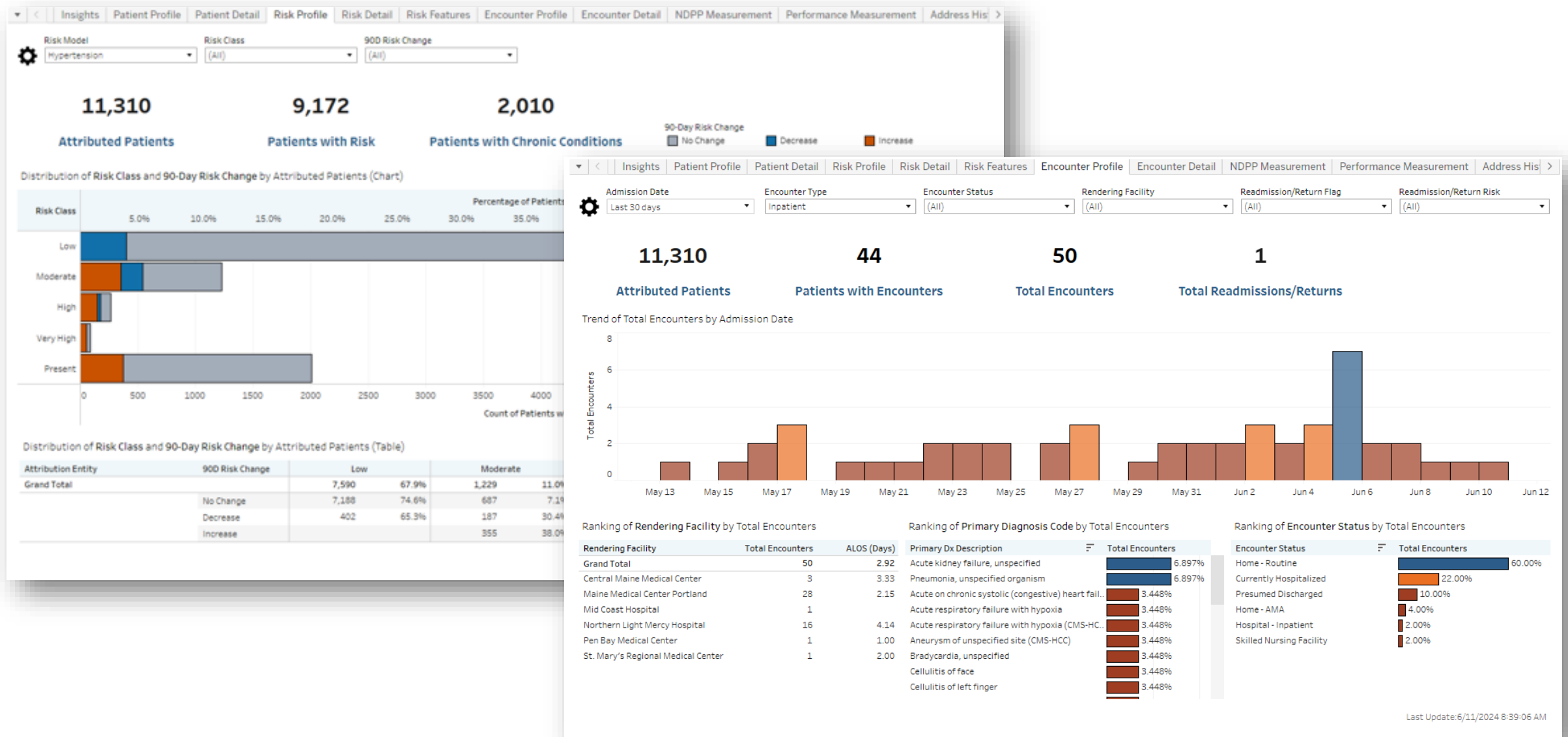
Overview

Our Health Analytics Reporting Platform (HARP) service curates use-case driven insights through both population- and person-level analyses. Its suite of reporting dashboards gives our participants the ability to retrospectively identify and prospectively prepare for the health-related outcomes, risks, conditions, and drivers of the individuals they serve.

Key Features

- Monitor individuals at elevated risk of readmission to Inpatient and Emergency Department settings
- Better target care for individuals with chronic conditions
- Identify individuals at risk for future medical conditions, events of care, and health care utilization
- Determine compliance of standard quality measurement and fill data gaps accordingly

Health Analytics Reporting Platform



Alerting Maine CDC Of Critical Public Health Events

Data Aggregation

Clinical Portal

Notifications

Analytics

Public Health

Overview

Our Public Health Reporting service notifies the Maine Centers for Disease Control and Prevention in real-time of critical public health events present in our participants' data sets, including syndromic surveillance, electronic laboratory, and immunization reporting.

Key Features

- Enable the reporting of events of care including chief complaints indicating a possible disease or condition that requires review/intervention (Syndromic Surveillance)
- Enable the reporting of laboratory results that indicate the existence of any of the 72 diseases that requires review/intervention (Electronic Laboratory)
- Enable the reporting of all state-supplied vaccine administration data to the Maine Immunization Information System (ImmPact) as required (Immunization)

Privacy & Security Practices

- A virtual private network (VPN) connection, protected by a dedicated firewall, is established between HealthInfoNet and our participants
- Data is encrypted in motion and at rest and is stored separately
- All users are given unique, complex passwords approved and managed by their help desks
- User- and patient-level service activity logs are audited by HealthInfoNet staff and participants' compliance staff via our "auditor" user role
- Authorized users must confirm their treating relationship with an individual before accessing their health record; auditing occurs with each click made by a user in our services



Consent Choices

Overview of individuals' consent choices for sharing health information with HealthInfoNet

Consent Roles & Responsibilities



- HealthInfoNet is responsible for managing the HIE's consent options – not participating organizations
- The consent relationship is between the individual and HealthInfoNet

- Participating organizations are required to educate individuals about the HIE's consent options at least once in their interactions (and subsequently should patients change their choices)
- Consent choices are universal – individuals cannot make participant-/provider-specific choices

Consent Policy

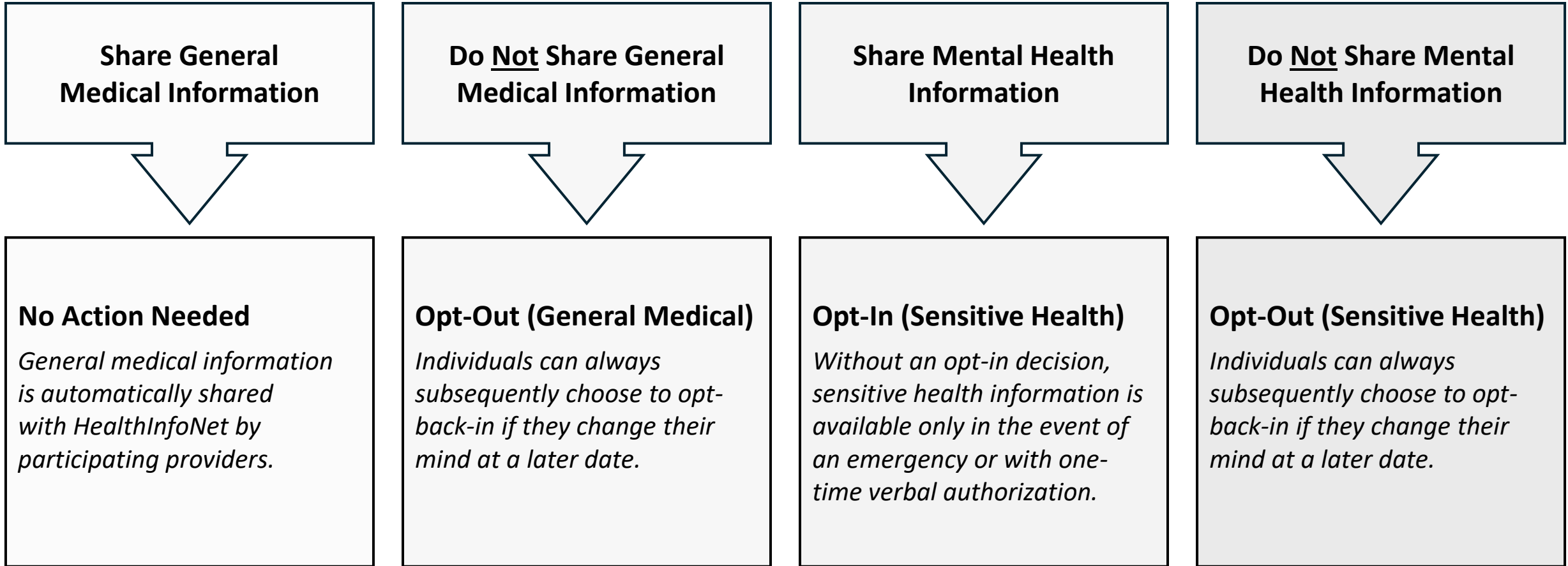
General Medical

- Maine law requires HealthInfoNet and all HIE participants to follow an **opt-out** consent policy for sharing general medical information
- Patients can opt-out **on paper or online**
- When patients choose to opt-out, they opt-out once for **all care locations**, at which point their health information is completely removed from the HIE
- Patients can always choose to **opt-back-in**; however, their information will only be available in the HIE from that point going forward

Sensitive Information

- Maine law allows HIE participants to send **mental health information** if HealthInfoNet:
 - Maintains an **opt-in** consent policy for sharing the information with (a) all HIE-participating providers ongoing or (b) only providers at the point of care via one-time verbal authorization
 - Enforces protections on viewing the information by requiring HIE-participating providers to **unlock the data** in an individual's health record and provide their reason for doing so, including an "emergency" access option

Consent Choices





Training & Education

Overview of available training and education services offered by HealthInfoNet

Education Opportunities

Visit our online education portal
www.hinfonetacademy.org

Visit our online support portal
<https://hinfonet.atlassian.net/servicedesk>

Contact our team
clinicaleducation@hinfonet.org



Personal Support

Schedule time with our Clinical Education team at your convenience for support tailored to your and/or your organization's educational needs



On-Demand Tutorials

Watch our video-based learning tutorials that provide in-depth reviews of our health information services, including top use cases, interventions, and workflows



Documentation

View detailed materials about our participation requirements, service functionality, technical methodologies, and case studies



Webinars

Listen to our team and subject matter experts discuss how our health information services can be applied to effect change in your communities



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