

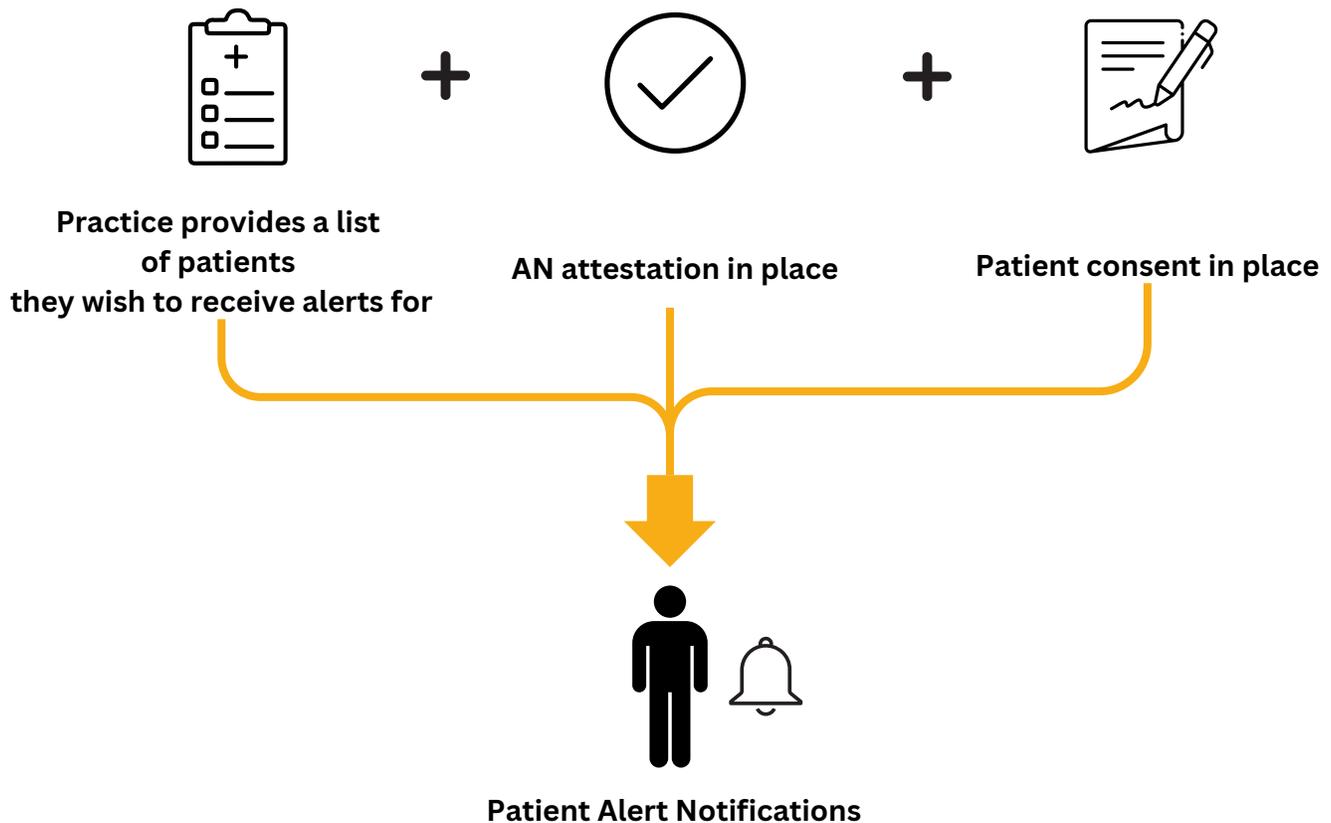
## SERVICE OVERVIEW

# ALERT NOTIFICATIONS

## WHAT ARE ALERT NOTIFICATIONS & WHY IS IT IMPORTANT?

Alert notifications is a service offered by HEALTHeLINK that allows practice and care coordination networks to receive immediate notifications on care transitions (admission and discharges) for patients they wish to track. That means instant access to information that is crucial to both patient and the provider.

## HOW DOES IT WORK?



In order for you to receive alerts on a patient, he or she first must be linked to a provider within your organization. In addition, each provider in our practice must complete the Patient Alert Notification Attestation.

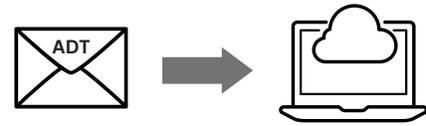
Our Alert Notification services relies on consent from patients, so your patient must have an affirmative consent (“Yes”) in place for the notification to be delivered. Notifications will not be sent on many patient who does not have an affirmative consent.

## There are two ways patient alerts can be set once a practice and it's providers are registered:



An extracted patient list can be forwarded to HEALTHeLINK. A file spec sheet and template will be provided to the practice prior to submission.

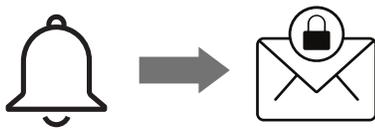
*This will require the setup of an SFTP account to deliver the list securely.*



A system-generated ADT message can link your patient with your providers within the HEALTHeLINK software.

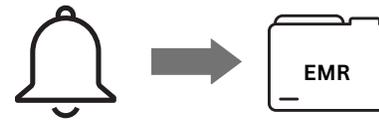
*This approach would require time (and possibly a fee) on the part of your vendor to create an interface. If interested, we would be happy to provide more information on this approach.*

## There are two ways practices can receive their alert notifications:



Alerts can be sent to a secure email (DIRECT messaging) account

*The DIRECT message account could be one provided by your EMR vendor or one provided by HEALTHeLINK. Your account manager can provide more information and training on this approach.*



Alerts can be delivered directly to a connected EMR through a Results Delivery interface.

*This requires time (and possibly a fee) on the part of your EMR vendor to implement.*

Once enrolled, HEALTHeLINK will provide periodic audits of the patients whom your group is currently set up to receive alerts for, as well as their consent value as it applies to your practice. **Please note: It is the practice's responsibility to remove alert notifications from patients with whom you no longer have a treating relationship.** This process would be handled in the same manner alert notifications are set.

## READY TO GET STARTED?

If you're ready to put HEALTHeLINK's Alert Notifications service to work for your practice or have any questions or concerns, please contact the Business Development team at [businessdevelopment@wnyhealthelink.com](mailto:businessdevelopment@wnyhealthelink.com).