Health Current Releases More COVID-19 Alert Enhancements

Updated April 29, 2020

In our effort to support the Arizona healthcare community response to the **COVID-19 pandemic,** Health Current, Arizona's Health Information Exchange (HIE) has launched **COVID-19 Alerts,** real-time alerts on all COVID-19 lab results received by the HIE.

The community response COVID-19 Alerts has been positive. Here's just one example of how Participants are using the alerts to be better prepared to respond during the pandemic:

Participants have **several options for the type of COVID-19 Alert** they can receive, and the frequency in which the alerts are delivered.

- **COVID-19 Real-time Alerts** – Participants can choose to receive one of two types of COVID-19 Alerts: 1) For both positive and negative lab results; or 2) For positive lab results only.

- **COVID-19 Batch Alerts** – Batch results (data aggregated and delivered at a designated time in the future, i.e. twice a day, end of day, weekly, etc.) can be delivered two ways: 1) Secure email; or 2) Secure file transfer protocol (SFTP).

- **COVID-19 Dynamic Alerts** – Real-time updates on a patient's COVID-19 status during the registration or intake process. This new COVID-19 Alerts delivery option takes a real-time registration received by the HIE, typically based on an emergency or inpatient registration, and queries the database to extract any COVID-19 results for the patient. If results are found, the HIE pushes the COVID-19 results back into the originating EHR system. These "dynamic" alerts are ideal for ensuring that emergency department and inpatient staff have the most up-to-date COVID-19 lab results at first patient contact.

If you are a current HIE Participant, follow the instructions below. If you are not a current participant, contact recruitment@healthcurrent.org to get started.

How to Get Started with COVID-19 Real-time and/or Batch Alerts
- Determine the type of alert (positive & negative results, or positive results only) and delivery frequency (real-time or batch).
- Determine if you want to receive alerts on your existing patient panel(s) or a new one (perhaps on a vulnerable population).
- Determine if you want Real-time or Batch Alerts:
    - For each recipient of **Real-time** alerts, you must use an existing Direct secure email address or supply a new one; OR
    - For each recipient of **Batch Alerts**, you can choose one of two ways: 1) Secure email; or 2) Secure file transfer protocol (SFTP).
- Contact your Health Current account manager or the client support team at HIEsupport@healthcurrent.org with your patient panel, and email and access preferences.

How to Get Started with COVID-19 Dynamic Alerts
- Contact your Health Current account manager (if you do not know who your account manager is, contact HIEsupport@healthcurrent.org).
- Schedule a kick-off meeting with your account manager to determine the best process for integrating COVID-19 Dynamic Alerts in alignment with your workflow needs.
- Considerations:
    - COVID-19 Dynamic Alerts are delivered in response to your organization's existing admission, discharge, and transfer (ADT) feed.
    - Upon validation, the COVID-19 Dynamic Alerts will go live.
    - The set-up process for COVID-19 Dynamic Alerts typically takes 2-5 days.

Who supplies the COVID-19 lab results?
The HIE currently receives all COVID-19 lab results from Sonora Quest Labs, Banner Health and a variety of other hospitals, health systems and independent laboratories. We are working with all HIE data suppliers to confirm which organizations are sending COVID-19 lab results to Health Current so that the lab results process appropriately.

Collectively, over 200 organizations supply Health Current with data on more than 97 percent of hospital inpatient admissions and emergency department visits in Arizona. Any of these data suppliers that conduct COVID-19 testing or receive COVID-19 lab results will send those results to Health Current. Thus, current HIE data suppliers account for 75-80 percent of all COVID-19 lab results in Arizona. These results are available via the new COVID-19 Alerts as well as through normal HIE access services, such as the HIE Portal and bidirectional HIE interfaces.

In response to the COVID-19 pandemic, Health Current is conducting outreach to LabCorp, TGen, Mayo and any other labs or healthcare facilities that are providing COVID-19 testing to ensure HIE participant access to the most comprehensive and complete COVID-19 lab results through the single, statewide health information exchange. As a result of this outreach, Premier Labs and Ammon Labs have joined Health Current and are working on a connection to share lab results, including COVID-19 results.

Better data. Better care.

COVID-19 Real-time or Batch Alerts are ideal for:
- Clinical and patient-facing staff workflow – clinicians, physicians, nurses, medical assistants, care coordinators, program directors, office managers
- Care managers, population health managers
- Quality management, compliance and business continuity functions

COVID-19 Dynamic Alerts are ideal for
- Emergency department and inpatient staff

Start receiving COVID-19 Alerts today.
If you have questions about COVID-19 Alerts or related services, contact your Health Current account manager or our client support team at HIEsupport@healthcurrent.org.

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