NORTH Dakota **Be Legendary.** | Health Information Network

INFORMATION TECHNOLOGY

February 2025

Medication Viewer Update

Dear NDHIN Participants and Users,

Last year, North Dakota Health Information Network (NDHIN) was made aware by a third-party vendor used to provide medication history through our platform that the service would no longer be available to health information exchanges in 2026. In November 2024, the vendor made the decision to retire a legacy interface which hosted NDHIN's connection to their data. NDHIN realizes the value and importance of this data to your organization's operations and held multiple meetings with the vendor to restore connection or find alternative means to provide prescription data to our participants. Unfortunately, after much discussion, NDHIN was unsuccessful, and we will no longer be able to offer medication history on our platform. We thank you for your patience and understanding in this matter. We understand the value of this data to healthcare operations and will continue to search for alternative solutions in the future.

Sincerely,
Shila Blend, PhD, RN-BC
Health Information Technology Director

February Spotlight: Heidi Reiter

Heidi Reiter, pulmonary nurse practitioner, CHI St. Alexius Health Heart & Lung Clinic shares with NDHIN specific data she finds helpful within the Clinical Portal that has become a valuable tool in her daily practice.

- CT chest reports
- Lab flowsheets for trends
- Office visits for respiratory illnesses
- Pathology reports to confirm/support diagnosis and treatment plan
- Older data that is not found in her facility's EHR – this is especially important in determining if a lung nodule is new vs. stable for several years

Heidi encourages users to click around, information is there, but not always where you expect it.

NDHIN would like to remind users of the Clinical Portal to reach out to us if you are having trouble finding specific information. We're happy to help!

How does NDHIN benefit you? We would love for you to share your NDHIN experience! To share your user story, contact us at ndhin@nd.gov.

Opportunities for Providers when using NDHIN:

Access to Comprehensive Patient Records:

Medical history, including past diagnoses, medications, procedures, and lab results can be found, even if the patient received care from outside providers or facilities. NDHIN has an External Records tab within the Clinical Portal that connects users to the eHealth exchange, the largest health information exchange infrastructure within the U.S.

To learn more about this feature, click here.

Improved Continuity of Care:

For patients that require visits to multiple specialists and healthcare facilities, NDHIN supports a comprehensive and coordinated approach to care. By having access to previous encounters, providers can customize treatment plans specific to their patient's need and avoid unnecessary testing and/or procedures.

Quick Access to Information:

Not only does NDHIN streamline access to critical patient health information within the Clinical Portal, but they also offer other means of protected health information (PHI) retrieval through their Direct Secure Messaging (DSM) service. This service helps to eliminate delays associated with manual record retrieval or fax. Having information at your fingertips is crucial when dealing with emergency situations where data is needed quickly and vital to patient outcomes.
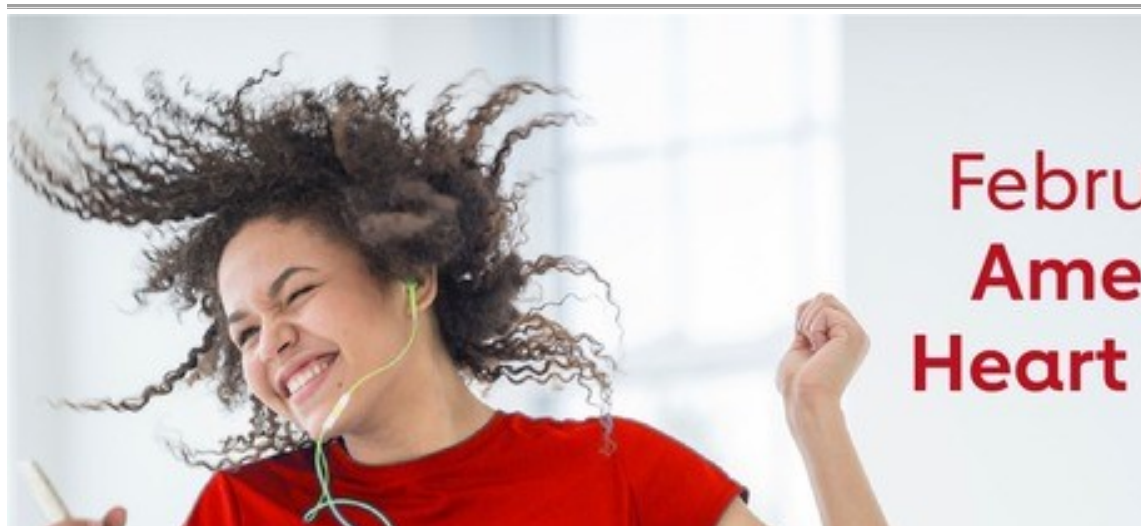
To learn more about NDHIN participation or our services, contact us at ndhin@nd.gov.

Welcome New Participants

- Ascend Wellness, MBS
- Northwest Dakota Surgery Center LLC
- Drayton Volunteer Ambulance Association

For a complete list of NDHIN participants, click here.

American Heart Month, a time in which all people, especially women, are encouraged to focus on their cardiovascular health.

Did you know?

According to the Centers for Disease Control and Prevention (CDC):

- Heart disease is very common and is considered the leading cause of death for men, women, and people of most racial and ethnic groups.

- High blood pressure is the leading cause of heart disease with nearly half of U.S. adults diagnosed with the condition.

- Heart disease is expensive, equating to over $250 billion in the U.S. alone between 2019 and 2020.

NDHIN offers valuable information, helping providers manage heart disease, co-morbidities, and other chronic conditions. By leveraging NDHIN, providers can take advantage of the electronic platforms that are already in place to connect various healthcare systems and providers outside of their facility.

Need Assistance? Password Reset? System Outages?

Reporting issues early helps our team to identify and remedy them in a timely manner.

If you are having 'Issues' with use of the NDHIN Clinical Portal or other services, please contact the NDHIN Help Desk. The NDHIN Help Desk is available 24/7 to assist you with password resets, technical issues, and other service questions.

NDHIN Help Desk
Call (844)335-6253 ext. 1 or email NDHINSupport@koblegroup.com

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Help Us Stay Up to Date.

When there are role changes within your organization, please contact NDHIN to ensure we have the most up to date information listed for your organization. This ensures we are able to communicate effectively for audits, invoices and concerns regarding your organization.

Reach Out To US!

Health IT Clinical Systems Analyst

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