



Health Information Network
INFORMATION TECHNOLOGY

November 2024



Alert – Dr. First Medication History

What is happening:

Dr. First medication history functionality is currently unavailable.

What happens next:

The NDHIN team is working with the vendor to recover services.

November Spotlight: Championing Diabetes Awareness and the Power of Care at Home



November is National Diabetes Month, a time when communities across the country seek to bring attention to diabetes. This year's focus is on taking action to prevent diabetes health problems.

According to the American Diabetes Association, 116,500 Americans will be diagnosed with diabetes this month. In North Dakota, 9.8% of adults live with diabetes, and 32.2% are prediabetic.

Lori Hoffert, a Clinical Care Coordinator with Heart of America, shares her experience with care coordination and how access to NDHIN enhances her workflow.



“As a nurse working in Care Coordination, I use NDHIN on a daily basis for monitoring the care my patients are getting outside of our organization. Through NDHIN, I can monitor where in the state of North Dakota my patients are being seen. Having this built into our EPIC system has been a game changer. It is easy to access any patient’s NDHIN chart directly from their EPIC chart with the click of a button. This saves so much time and reduces the need to remember yet another password to access the information.”

“Within NDHIN the encounter history is a quick and easy to read resource that will help you see where any care has been given. For our diabetic patients, we can also access their most recent labs, such as A1C, through the laboratory

tab. This can come in especially handy if the patients are seeing a specialist outside of our charting system.”

“Having every organization in the state share all of their information through NDHIN would give every patient the best opportunity to receive high quality care wherever they go. This would also help reduce the risk of medication management by multiple providers because medications changes could be seen in the visit notes.”

If you would like to learn more about NDHIN and the services we provide to assist in your care coordination efforts, contact us at ndhin@nd.gov.



November marks the start of National Care at Home Month, a new observance created to honor the valuable contributions of home care providers nationwide and inspire outreach to communities, media, and policymakers. National Care at Home Month is spearheaded by the newly formed [National Alliance for Care at Home](#) (the Alliance), bringing together the National Association for Home Care & Hospice (NAHC) and the National Hospice and Palliative Care Organization (NHPCO). The Alliance harnesses the strengths of each legacy organization to represent, advocate for, educate, and connect home care, home health, hospice, and palliative care providers, helping them deliver the highest-quality care to patients and families in their homes and communities.

NDHIN can be a valuable resource in accessing patient medical history from previous providers, receiving discharge summaries from hospitals, coordinating care with other healthcare teams, monitoring medication adherence, and

facilitating timely communication regarding changes in patient condition. All information aimed to improve care coordination and patient outcomes within the home environment.

NDHIN is happy to provide in-home caregivers an opportunity to access their patient's clinical history ultimately supporting the care they deliver each and every day. If you would like more information on how your in-home care facility can become an NDHIN participant, contact us at ndhin@nd.gov.

We would like to recognize and thank all those who serve as in-home caregivers as they carry a unique passion for bringing care to their patients and fulfilling care needs within our communities.

Getting Real About Information Blocking and APIs

Our country has made tremendous strides and invested billions of private and public dollars in establishing the digital future of the health care system. We are thus highly concerned about ongoing and recent reports that we have received about potential violations of both the letter and spirit of the various laws and regulations now in place to ensure information-sharing to improve our health care system and enhance the lives of all Americans.

In this [blog](#) post we describe some of the issues that have been brought to our attention and the steps that we are taking to address them.

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

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!

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