HealtheConnections Alerting Services: Patient List Subscription Workflow Resource

This resource is designed to help your organization plan for and manage patient list alerting. Patient list alerting is a subscription-based model that allows you to receive timely alerts, such as admission, discharge and transfer (ADT) alerts, for patients your organization is actively managing.

Workflow Planning Questions

If you're new to patient list alerting or looking to refine your current approach, the following questions can help guide your workflow planning and integration. You are not required to submit responses to HealtheConnections, but if you're unsure about anything, have questions, or need a little help, feel free to reach out to us at support@healtheconnections.org.

1. Which patients or patient populations should trigger alerts?
    a. Think about patients you actively manage or monitor. Are there specific conditions, programs, or criteria that define your alerting needs?

2. Who at your organization needs to receive these alerts?
    a. Consider whether all staff need to see all alerts, or if certain individuals or teams (e.g., care managers, front desk, physicians) only need alerts for specific patients or scenarios.

3. Can you generate a patient list from your EMR?
    a. Determine whether your EMR can produce a list that include the required fields:
        i. Unique Identifier (e.g., MRN)
        ii. First Name
        iii. Last Name
        iv. Date of Birth
        v. Sex
        vi. Address
        vii. Phone Number
    b. What level of effort is required to do this?
    c. Will you need assistance from your EMR vendor?

4. How frequently will you update your patient list?
    a. Regular updates help to ensure alerts remain accurate and timely. Will your organization update the list weekly, monthly, quarterly, or annually.

5. What patient attributes are helpful to sort or filter alerts?
    a. Think about what data elements improve usability, such as insurance information, Primary Care Provider, or clinical conditions (e.g., Diabetes).

6. Can this process be integrated into your current workflows?
    a. Review any existing workflows that could support or streamline the patient list management process. Examples might include existing reports or lists your organization already exchanges with HealtheConnections (e.g., Direct Mail), as well as internal or external lists your organization maintains or submits on a regular schedule for other purposes.

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