Statewide Encounter Alerts Best Practice Guides: Patient Overview

SHIN-NY Statewide Encounter Alerts, powered by HealtheConnections, deliver real-time notifications to help providers coordinate care, reduce gaps, and improve outcomes. Using PointClickCare's next-generation technology and comprehensive, statewide health data, these alerts give timely, secure insights from Inpatient and Emergency Department encounters.

This user guide walks users through the **Patient Overview section**.

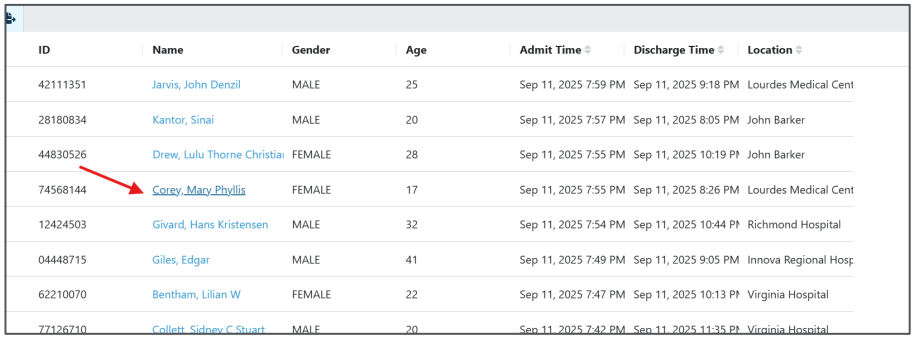
Quick links below allow users to jump directly to the sections most relevant to their needs.

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Patient Overview

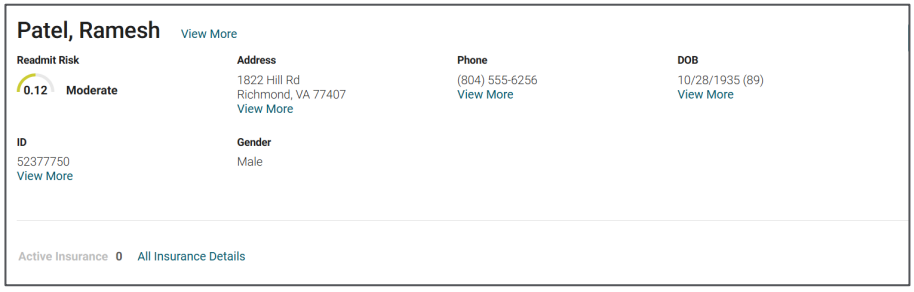
Click a patient name in blue from the Census or Cohort views to access that patient's Patient Overview. You can also use the Search bar on the left had menu to look for a specific patient and access the Patient Overview page.



ID	Name	Gender	Age	Admit Time	Discharge Time	Location
42111351	Jarvis, John Denzil	MALE	25	Sep 11, 2025 7:59 PM	Sep 11, 2025 9:18 PM	Lourdes Medical Cent
28180834	Kantor, Sinai	MALE	20	Sep 11, 2025 7:57 PM	Sep 11, 2025 8:05 PM	John Barker
44830526	Drew, Lulu Thorne Christia	FEMALE	28	Sep 11, 2025 7:55 PM	Sep 11, 2025 10:19 PM	John Barker
74568144	Corey, Mary Phyllis	FEMALE	17	Sep 11, 2025 7:55 PM	Sep 11, 2025 8:26 PM	Lourdes Medical Cent
12424503	Givard, Hans Kristensen	MALE	32	Sep 11, 2025 7:54 PM	Sep 11, 2025 10:44 PM	Richmond Hospital
04448715	Giles, Edgar	MALE	41	Sep 11, 2025 7:49 PM	Sep 11, 2025 9:05 PM	Innova Regional Hosp
62210070	Bentham, Lilian W	FEMALE	22	Sep 11, 2025 7:47 PM	Sep 11, 2025 10:13 PM	Virginia Hospital
77126710	Collett, Sidney C Stuart	MALE	20	Sep 11, 2025 7:42 PM	Sep 11, 2025 11:35 PM	Virginia Hospital

On the Patient Overview page, the demographic and patient information include:

- Readmission Risk Score
- ID – MRN number(s) associated with the patient
- Address
- Gender
- Phone
- DOB



Readmission Risk Score

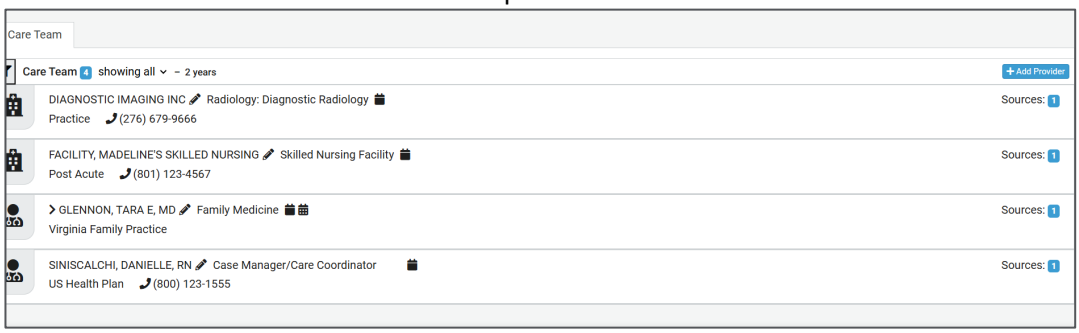
The Readmission Risk Score (RRS) helps care teams identify patients who may need extra support during discharge and follow-up. It highlights higher-risk patients early, supports better care coordination, and uses simple risk levels, Low, Medium, High, and Very High, for quick understanding. The score is updated in real time using data such as visit details, patient history, demographics, and social factors.



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Care Team

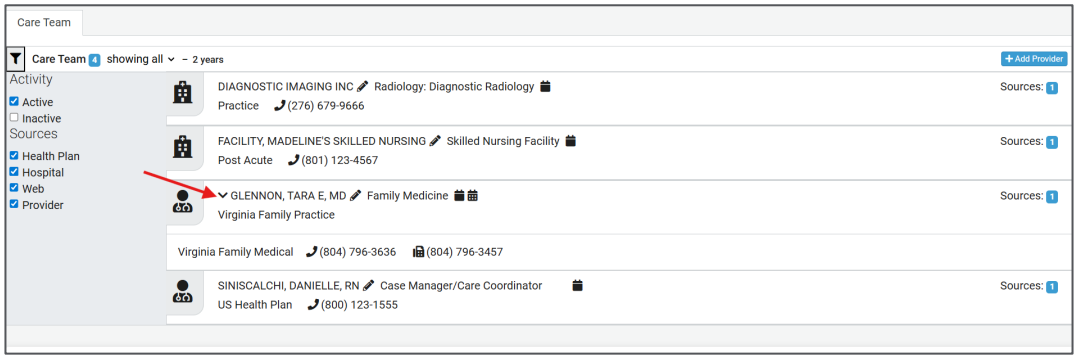
Scrolling down the Patient Overview page reveals the Care Team section, which displays providers and other care team members involved in the patient's care.



Care Team details include:

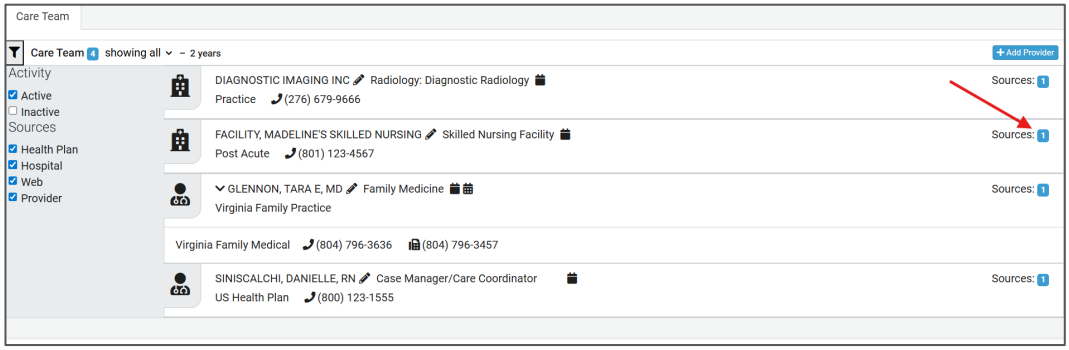
Care Team Provider

Displays available information for each care team member associated with the patient (e.g., provider name, clinic name, provider type, contact information). By selecting the carrot symbol to the left, users can view additional contact information for the care team member.



Sources Indicator

Indicates how many unique data sources reported this provider/clinic as part of the patient's care team.



Assignment Date

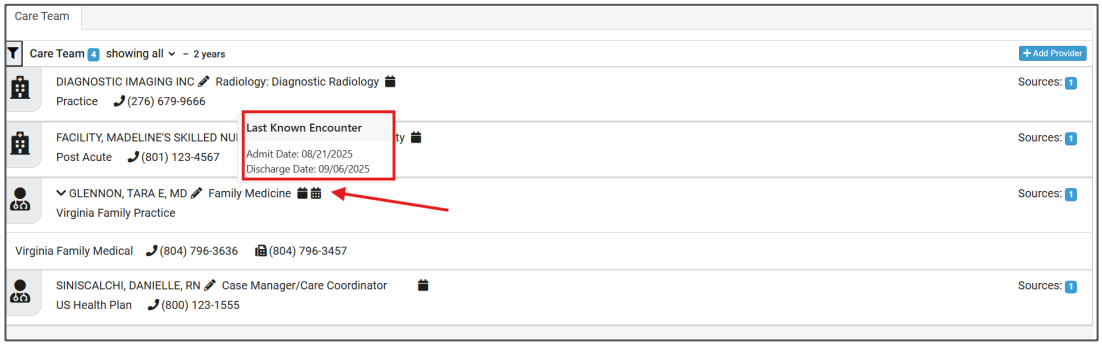
Hover over the icon to know the day the care team member was assigned to the patient.

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Last Known Encounter Date

Hover over the icon to view the last known encounter date for that Care Team member (when applicable)



Care Team Customization

Within the Care Team section there are options to filter based on:

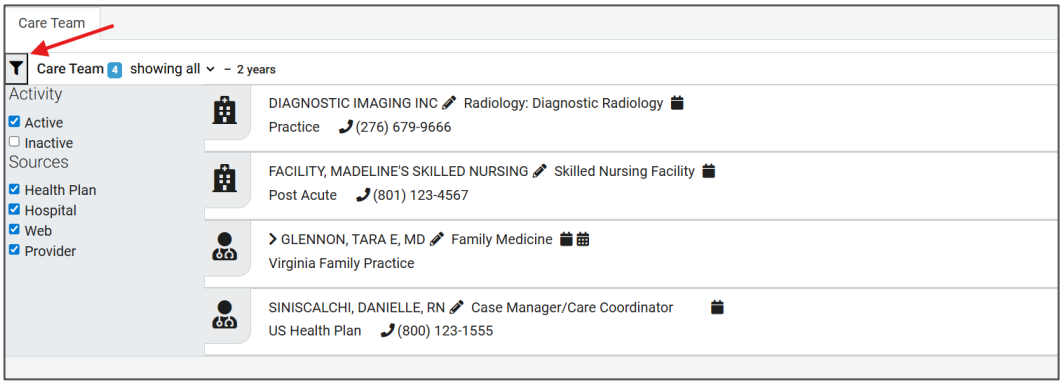
Activity

- Active: Providers where a data source has confirmed activity and/or treatment in the last two years.
- Inactive: Providers where a data source has either confirmed a discontinuation of the provider relationship or where no source has confirmed a relationship in the last two years.

Sources

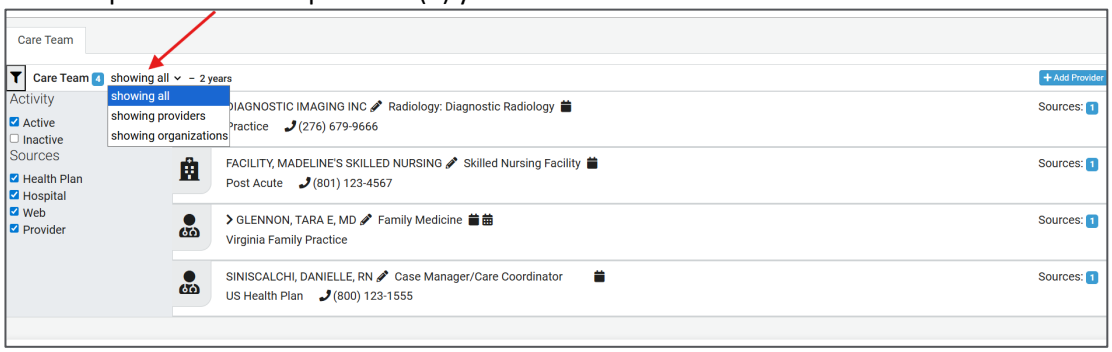
- Health Plan: Relationship was provided in a payer's patient file
- Hospital: Relationship is confirmed through a hospital's HL7/ADT feed
- Web: A user has confirmed the provider relationship through manually entering the information through the service
- Provider: Provider's patient file has confirmed the relationship through the provider's patient file

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Providers or Organizations Filter

Filter the care team list to look specifically at individual providers or health care organizations associated with the patient over the past two (2) years.



Encounters

Summarizes a patient's recent encounter history, including:

- Admit Time: Date and time of encounter admission. This is hyperlinked, when clicked a box will pop up providing additional encounter details.
- Location: Name of facility where encounter occurred.
- Type: Specifies type of encounter (e.g., Emergency, Med-surgical, etc.)
- Major Class: Specifies whether the encounter was Emergency or Inpatient
- Diagnoses or Chief Complaint: Displays diagnoses and/or Chief Complaint for that encounter



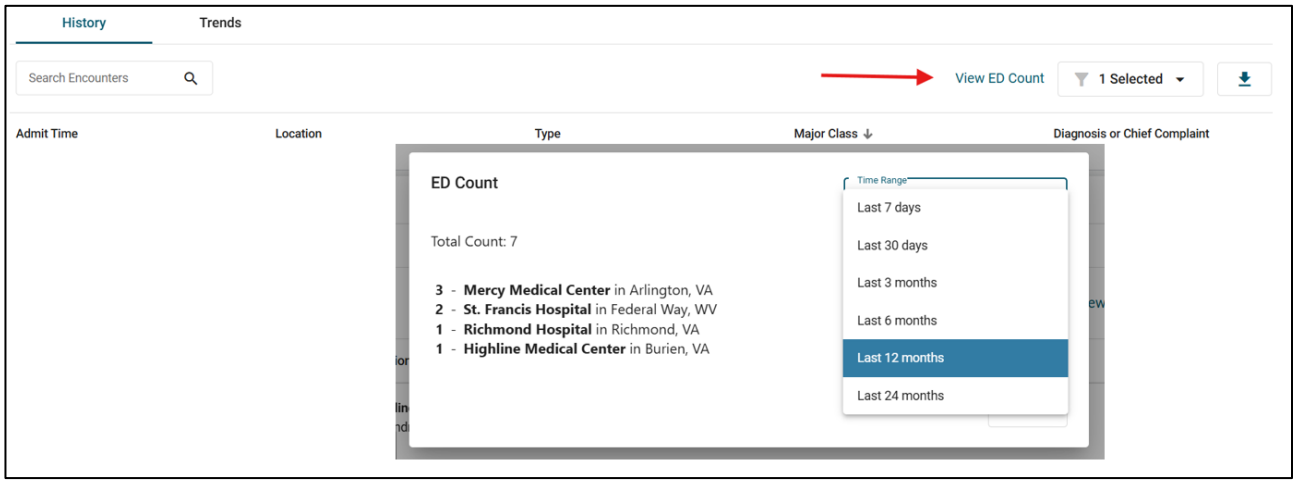
Encounter Customizations

Within Encounters, there are options to filter based on:

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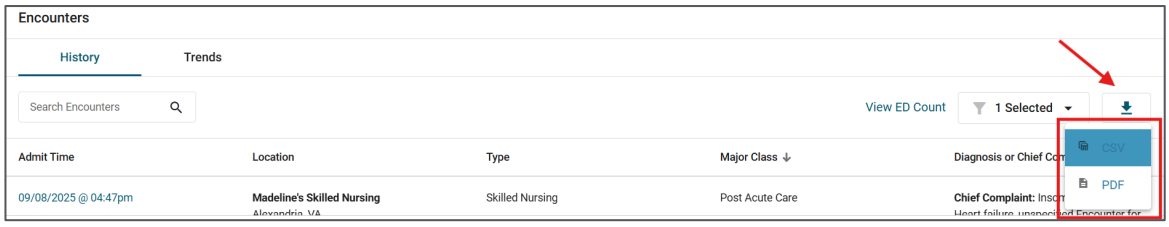
View ED Count

Pop up box will provide count of ED encounters per facility and option to filter from last 7 days to last 24 months.



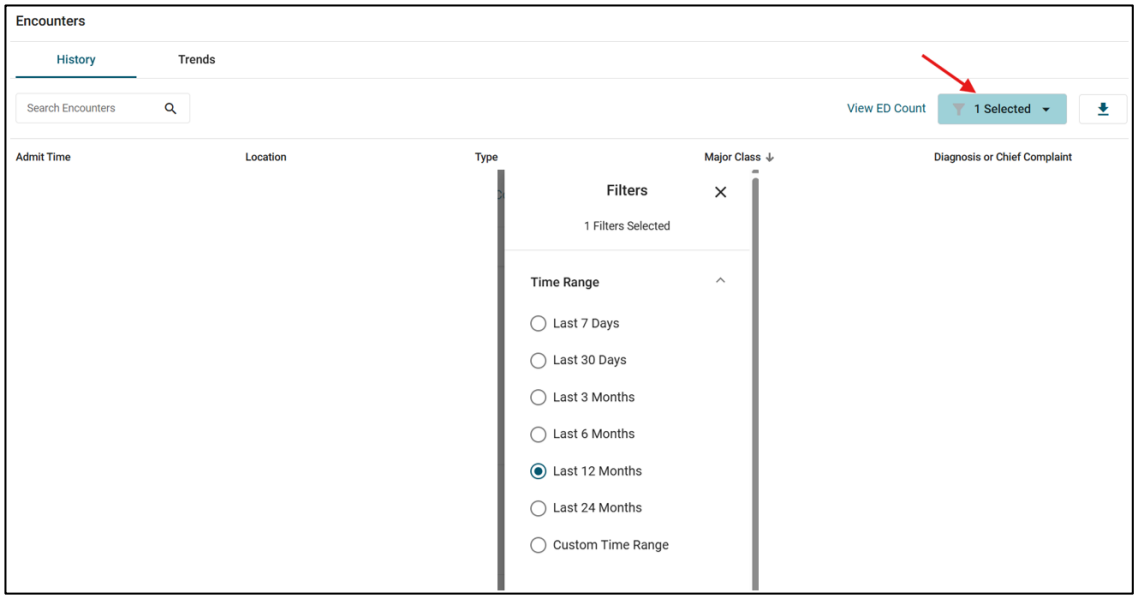
Download

Choose to download as CSV or PDF



Filter

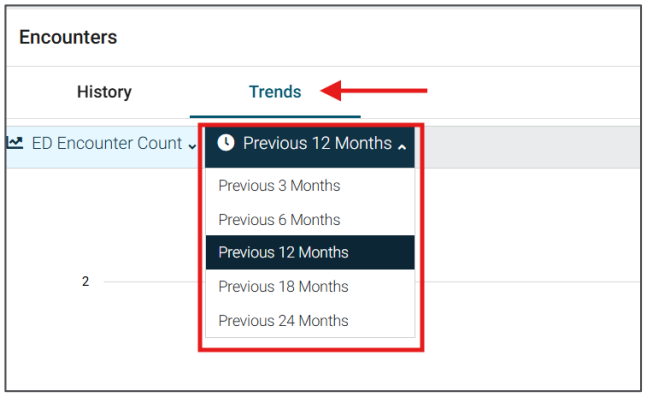
Based on date range



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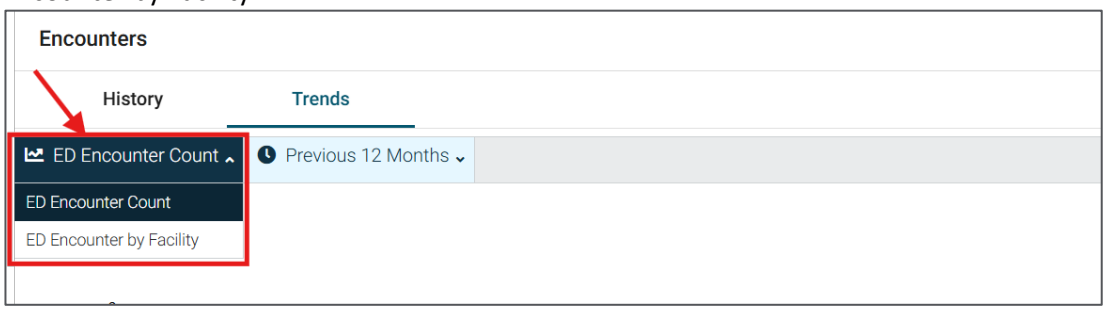
Trends

Toggle to the Trends tab to view encounter summary charts. The default timeframe for the charts is previous 12 months. To change the period in the dropdown filter, select either previous 3, 6, 12, 18, or 24-month periods.

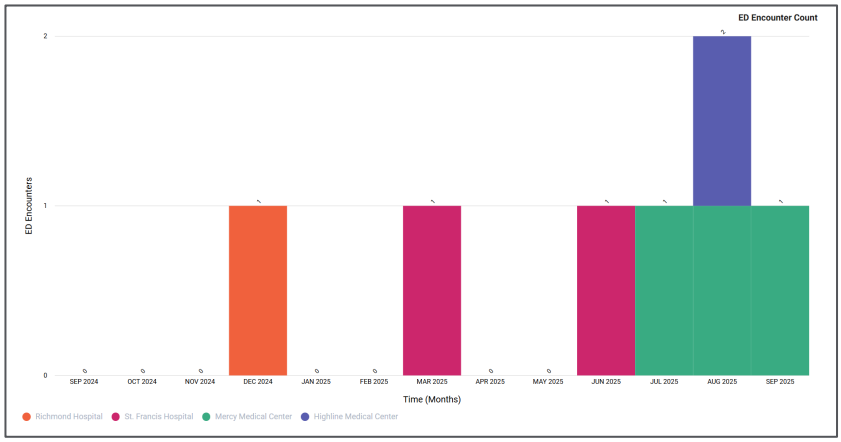


Trend Charts

Use dropdown filter to select the chart to view. Available charts include ED Encounter Count and ED Encounter by Facility.



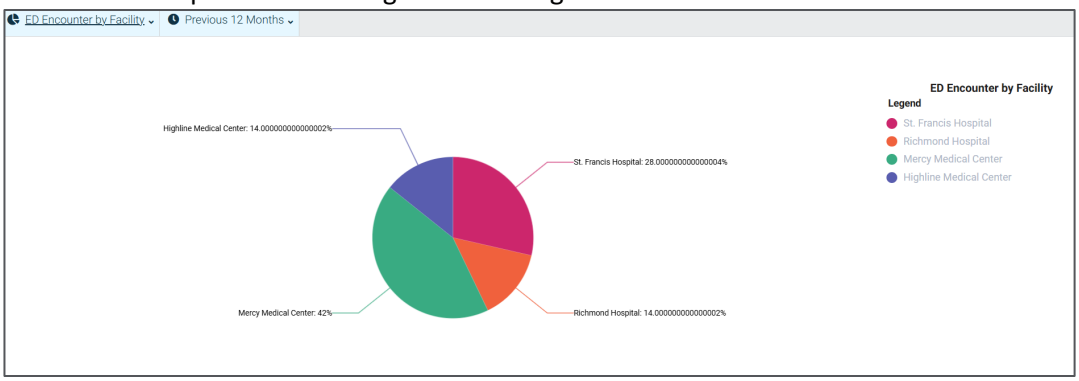
- **ED Encounter Chart**
  ED encounters for selected time frame with facilities identified by color with the legend at the bottom of the chart.



- **ED Encounter by Facility**

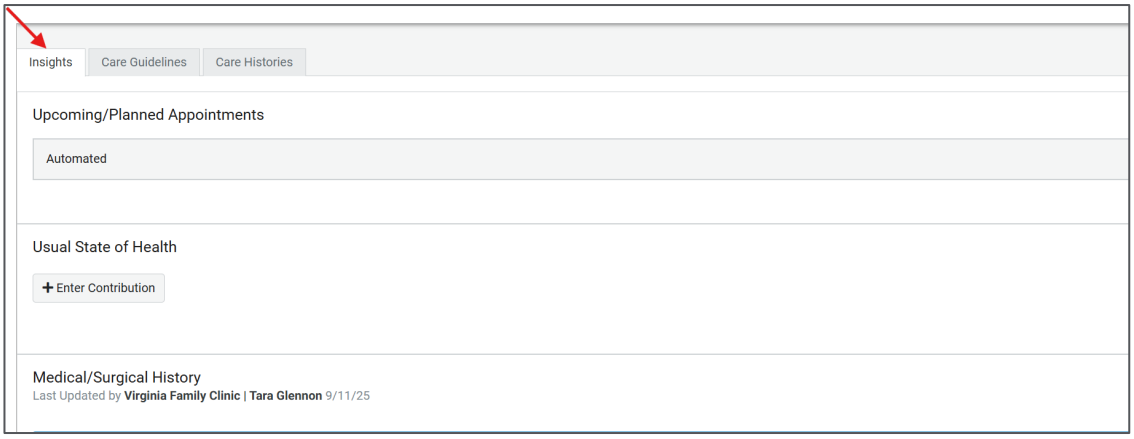
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ED encounters grouped by facility with the facility and percentage of encounters for the selected time frame in a pie chart with legend on the right.



Insights

The Insights section allows care team members to author actionable patient care suggestions and share important information relevant to a patient's care under the appropriate heading (e.g., Mental Health, Security & Safety, etc.). This section is located at the bottom of the Patient Overview page



To add text Insights, click on Enter Contribution:



- **Important**: Insights are visible to any user from any facility that is accessing encounter alerts through the service.

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