

## PatientPing Frequently Asked Questions

### What is PatientPing and why is it replacing the old SWAN?

PatientPing is a national care coordination network that connects healthcare providers with real-time clinical event notifications whenever, and wherever, a patient receives their care. As IHIN's contract with ICA (the legacy health information exchange platform for IHIN) for SWAN services came to an end April 30, 2019, IHIN worked toward advancement of capabilities for an enhanced statewide alerting system. In partnership with PatientPing, which informs providers when their patient is admitted to an unaffiliated facility with real-time notifications (or pings), IHIN transitioned services for advanced alerting.

### What services does PatientPing provide?

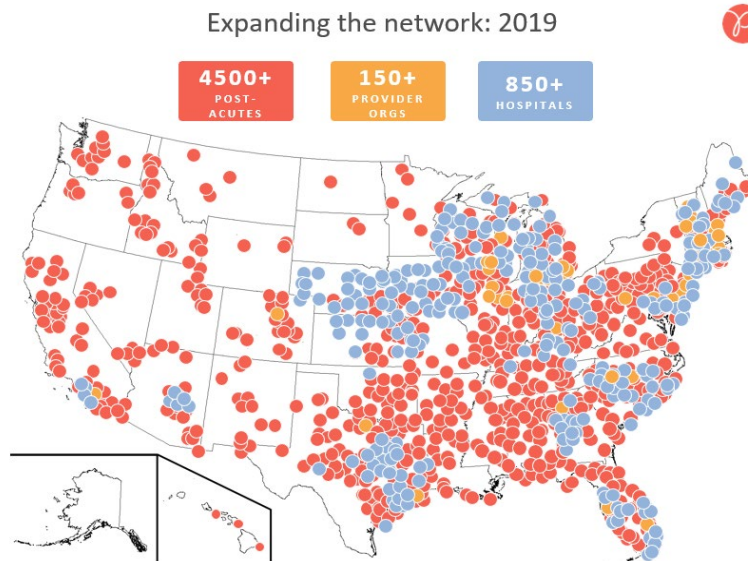
Patient Ping provides two key services:

- Pings: Receipt of real-time notifications on patient admissions and discharges from hospitals and post-acute facilities
- Stories: Critical patient information regarding a patient's prior visit histories, care team information and instructions, as well as patient demographic information.

### What types of organizations are participating in PatientPing?

Nationwide, PatientPing serves all patients and care teams (Commercial, Medicaid, Medicare, Uninsured) through real-time notifications. PatientPing will also connect post-acute facilities in Iowa.

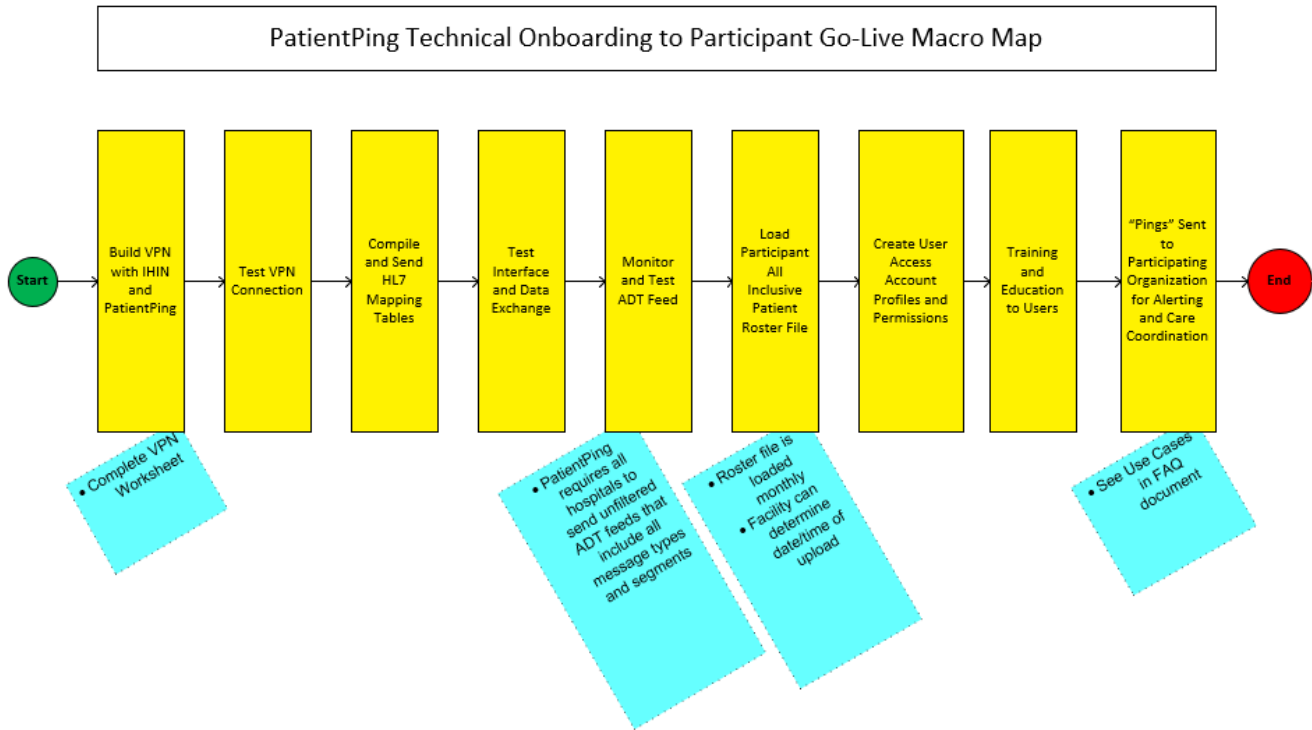
### What does the service area for PatientPing in the United States look like?



### What organizations/health systems are using PatientPing in Iowa?

As of April 2019, 94 hospitals, 87 post-acute facilities, and 3 ACOs are using PatientPing in Iowa. This includes participants such as UnityPoint Health, MercyOne, Broadlawns, Genesis, The University of Iowa Hospitals and Clinics, The Iowa Clinic and IowaHealth+.

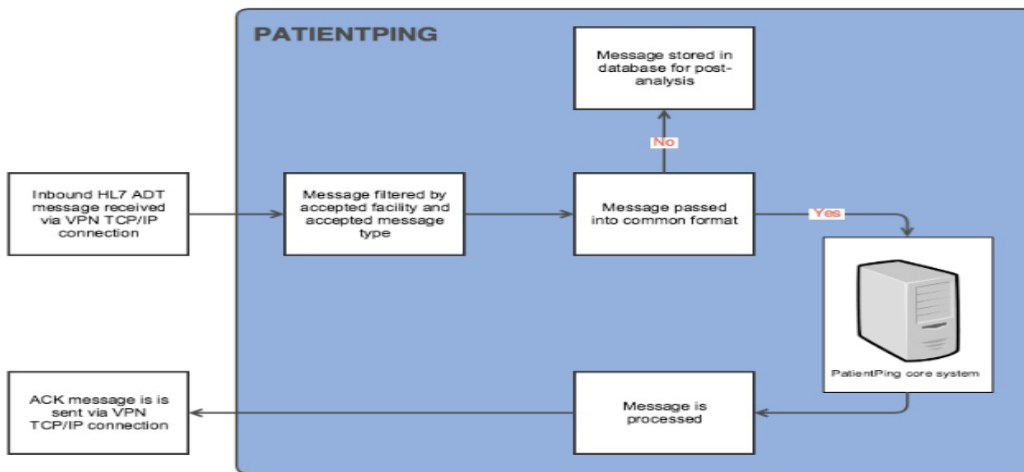
**What is the process for getting PatientPing for my organization?**



**What type of information do you want in our admission, discharge and transfer (ADT) messages?**

We are asking for real time ADT messages on all of your patient population. Those will be used two ways: to populate the IHIN Electronic Master Patient Index (EMPI) and to forward to PatientPing for advanced alerting and care coordination activities. There is no charge for ADT integration beyond your IHIN participation fee. At PatientPing, these ADT messages become the trigger event to send alert and care coordination information to anyone who has a particular patient in their Roster file. At IHIN, ADTs can also become foundational to query exchange and driving State Registries (services included in your IHIN participation fee should you decide to pursue them).

**Do you have a picture of the data process flow illustrating how the data gets from the electronic health record (EHR) to PatientPing?**





***What is the “All Inclusive Patient Roster” and what does it do?***

The all-inclusive patient roster is the file listing an organization’s attributed patients. It is an extract of your patient population that you wish to be alerted on via PatientPing. This file is submitted once per month on a date of your choosing.

***Should the Patient Roster follow the technical specifications of the previous SWAN monthly file or should it change to the new PatientPing technical specifications?***

The PatientPing community is built on a series of data sources, which first and foremost rely on ADT feeds and patient attribution lists to alert users as to their patients’ movements throughout various care settings. PatientPing leverages ADT data from acute care hospitals to send real-time notifications to care coordinators and other users, enabling coordination of care at the time of admission, pre-discharge planning, or following a patient’s departure from the hospital. In the ADT feed, PatientPing focuses on data elements such as level of care (patient class (PV1.2), hospital service (PV1.10), patient type (PV1.18)) and other encounter-level clinical context to present users with a snapshot of the patient’s encounter at an acute care facility. The roster file should follow the PatientPing specifications, not the traditional SWAN specifications. IHIN will need to ensure your ADT file matches the need to enable the most robust data collection to support the care coordination tools afforded to participants in the PatientPing tool. When you share your organization’s standard ADT format with IHIN, we will work with your technical team to identify gaps and needs going forward. The ADT triggers the event, while the roster file gives the return of the information to drive enhanced care coordination. All data is secured internally at PatientPing.

***How will IHIN know the subset of patients the organization would like Pings on?***

Through the roster file that you share monthly.

***Can you pull just medical patients, or can we see dental patients as well?***

PatientPing can identify medical patients through the attribution file (Patient Roster) and may be able to filter dental patients using fields in the ADT messages.

***How much does it cost to send our All Inclusive Patient Roster?***

Charges are based upon the total number of records in the All Inclusive Patient Roster file. A quotation for services can be obtained by contacting IHIN.

***What if we forget or do not update our All Inclusive Patient Roster for the month?***

If you were to not able to update a Roster file in a particular month, IHIN and PatientPing will use the most recent roster file available in the system to provide you alerts (and alerts will flow month to month based on the most recent Roster file). Once a new Roster file is loaded, it becomes the basis for billing.

***What day are we required to send to IHIN our All Inclusive Patient Roster?***

Rosters are submitted monthly. The Roster can be submitted on any day/time of the month at the discretion of the contributing organization.

***How is a Patient Roster generated?***

A Patient Roster is generated in two ways: (1) the PatientPing Customer provides a list of patients for whom the PatientPing Customer provides care coordination services or (2) PatientPing attributes patients to a PatientPing Customer as result of a treatment relationship between the PatientPing Customer and the patient, as evidenced by the fact that the patient has presented and/or was admitted to a PatientPing Customer’s healthcare facility. Once a match between the ADT feeds and the Patient Roster has been established, then such PatientPing Customer will have access to protected health information (PHI).



**What are the SFTP requirements?**

There are no customized SFTP port requirements to include. Unlike HL7 messages, SFTP will all utilize one industry standard port (22) regardless of who the participant is and what they are trying to send/receive through SFTP.

**The steps for the SFTP for the participant to creates a Roster File are:**

Participant SFTP Push to IHIN → IHIN monitors directory and triggers based on new file appearance/modification → SFTP IHIN Push to Patient Ping

Patient Ping → SFTP Push to IHIN (Trigger Undetermined) → Participant SFTP Pull to Participant (Trigger Undetermined)

**Is PatientPing Health Insurance Portability and Accountability Act (HIPAA) compliant?**

In order for a Customer to receive access to Protected Health Information (PHI) via the PatientPing Services, there needs to be match, as determined by PatientPing’s proprietary matching algorithm, between the real-time ADT feeds, delivered by PatientPing Customers and securely stored in the PatientPing platform, and a PatientPing Customer’s Patient Roster. As set forth in 45 C.F.R 164.502(A)(1)(ii), a Covered Entity (or a Business Associate on the Covered Entity’s behalf) can disclose PHI for purposes of (a) Treatment, with treatment being defined as the "provision, coordination, or management of health care and related services by one or more health care providers, including the coordination or management of health care by a health care provider with a third party; consultation between health care providers relating to a patient; or the referral of a patient for health care from one health care provider to another"; and (b) Healthcare Operations, which is broadly defined but includes, conducting quality assessments and improvement activities, patient safety activities, population-based activities related to improving health care and reducing health care costs, case management and care coordination, contacting of healthcare providers and patients with information about treatment alternatives, health plan performance, etc. As described above, a PatientPing Customer will only have access to PHI via the PatientPing Services, in the form of a Story or a Ping, if there is a match between the ADT feed and the PatientPing Customer Patient Roster, which such Patient Roster requires that such PatientPing Customer either have a care coordination relationship or a treatment relationship with such patient. Information being disclosed via the PatientPing Services are done solely in furtherance of those relationships, indicating that all disclosures of information via the PatientPing services, including PHI, are being disclosed for purposes that fall within either the Treatment or Healthcare Operations exceptions above

**What are the use cases that PatientPing can assist my organization in accomplishing?**

PatientPing is used to power these types of **strategic priorities...**

Influence Post Acute utilization	Drive TCM Activities	Reduce Avoidable Readmissions
Improve collaboration with Community partners	Influence HEDIS and Quality Measures	Improve ED & Hospital Throughput
Enhance Patient Engagement	Reduce Outmigrations	Increase in-network utilization
Strengthen Physician Alignment & Referral Patterns	Reduce MSPB	Receive Real-time Insights

...across these **patient populations**

Risk-based lives (MSSP)	Bundles BPCI-A	ED High Utilizers
Episodic Care Management	Palliative Care	Specialty & Medically Complex Patients
Unfunded / Indigent	Opioid & Drug seeking patients	Medicaid



**When will my organization have access to PatientPing?**

After the master service agreement has been reviewed and signed/executed by your organization IHIN will work with you to create access rights and permissions for users post technical go-live. We will look to your organization to provide a list of staff you wish to have access to PatientPing.

**Is there a certain discipline that can access PatientPing? Can intake coordinators that are not licensed RN's access and document in this tool?**

PatientPing partners will all types of organizations and allow account access to be provisioned at the discretion of each individual customer. Some organizations have intake coordinators, administrative staff, analysts, and others accessing the data for many different purposes - ACO attributions, utilization history, discharge planning, analytics reporting, etc. PatientPing will work with each organization to train and coach all members of the organization on the appropriate use of the PatientPing application.

**Is there a Service Level Agreement with PatientPing?**

Yes. PatientPing considers the HL7 interface to be mission critical during standard business hours (8am - 6pm ET). However, PatientPing monitors all ADT production data feeds at the interface and internal processing levels on a ten (10) minute interval. It is acceptable for an interface to be down outside of normal business hours and PatientPing will not initiate a support call to the customer outside of the above-stated business hours. Although PatientPing strives to maintain a >99.99% uptime, it is expected that customer interface connections are set to retry every 120 seconds. Also, customer interfaces should be set to queue for up to 48 hours in the event of an unplanned network or interface outage.

**Is there a demonstration of the product available for viewing?**

For an overview of PatientPing, you may view a Webex recording of IHIN's initial Patient Ping Demonstration at:

Patient Ping Demonstration - IHIN-20190409 1707-1  
Tuesday, April 9, 2019  
2:22 pm | Central Daylight Time (Chicago, GMT-05:00)

PLAY RECORDING ( 54 min)

<https://ihin.my.webex.com/inhin.my/ldr.php?RCID=193c7f9bec8ceaf97ee93b99795e4fc2>

Recording Password:(This recording does not require a password.)

**Will there be any training webinars available for PatientPing subscribers?**

IHIN has partnered with PatientPing to identify the Service Level Agreement for ongoing training and support for PatientPing contributors and users. PatientPing will work with each organization to train and coach all members of the organization on the appropriate use of the PatientPing application. We understand that support needs vary by customer, and the customer may contact PatientPing at any time for integration support. For any issues that require PatientPing support, please use the contact information below:

Phone: (617) 356-7147

E-mail: [integrationsupport@patientping.com](mailto:integrationsupport@patientping.com)

**When might PatientPing reach out to my organization's support team for more information?**

PatientPing will reach out to customer support contacts for the following reasons:

1. Downtime escalations: the interface is down and needs troubleshooting
2. Mapping updates: we're receiving new codes that are not mapped
3. Customer tickets: missing or unusual events