

# Health Information Exchange

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## Mission

The Health Information Exchange (HIE) Program Management Office (PMO) at DHCF is aligned with the agency's Health Care Reform & Innovation Administration (HCRIA) and is a resource to improve health outcomes of District residents through the creation of technology and business infrastructures necessary for health care stakeholders to securely exchange patient health information. HIE is aligned with DHCF's overall mission and specifically supports HCRIA's goal to develop, test and implement new models in whole-person integrated clinical and community care and innovative payment and health services delivery practices.

## About Health Information Exchange

Through its HIE Policy Board, DHCF is convening stakeholders to assess how DHCF can best facilitate HIE in the District. HIE infrastructure provides the technology, processes, and operations needed to facilitate exchange of health information between provider organizations, District agencies responsible for public and population health, and other stakeholders on behalf of patients. Many organizations within the District have invested in health information technology solutions to support the electronic documentation and management of patient health information. This data is increasingly captured in a structured format utilizing national standards. As patients seek and receive care at multiple organizations, HIE can support the ability to have a more comprehensive understanding of patient health to more effectively provide care.

## HIE Services

- [Direct Secure Messaging](#) – Direct is an easy-to-use, fast and secure electronic communication service for clinical providers and others who regularly transmit and/or receive protected health information (PHI). Direct looks and operates like email, but with security features such as point-to-point encryption required for PHI. Direct is not a brand name or a company, Direct is a transmission standard developed by the Office of the National Coordinator for Health Information Technology (ONC). DHCF contracts with Orion Health for its Direct. Orion Health is one of the world's most widely deployed HIE companies. Direct is the primary way providers will be notified of a patient encounter.
- [Encounter Notification Service \\* \(ENS\)](#) – Providers can receive alerts on a selected panel of patients who are admitted, discharged or transferred to/from acute care hospitals located in the District of Columbia and Maryland. To get started receiving these valuable alerts about your patients, click here: <https://crisphealth.org/CRISP-HIE-SERVICES/Encounter-Notification-System-ENS>. You will also need to register for a DC HIE Direct Secure Messaging address.
- [Provider Query Portal \\*](#) – Access to real time clinical information including lab results, radiology reports and discharge summaries.
- [Public Health Reporting](#) – DHCF used HIE grant funding to upgrade Department of Health's (DOH) infrastructure to receive electronic data from providers related to immunizations, cancer, syndromic surveillance, and reportable lab results. If you are a provider and are interested in sending DOH public health data electronically please complete DOH's online provider registry available at [Public Health MU Electronic Transmission Registry](#). Sending public information electronically is one of the ways providers can meet a Meaningful Use objective. More information about Meaningful Use public health reporting is available at [Meaningful Use Public Health Reporting Requirements](#).

\*Offered in conjunction with CRISP, the state-designated HIE in Maryland.

## HIE Policy Board

DHCF's HIE efforts are governed by a twenty-one (21) member volunteer Policy Board appointed by the Mayor of the District of Columbia. The Board includes representatives from District-based hospitals and health systems, health centers and District of Columbia Government agencies. The Board meets once per quarter at District Government offices located at One Judiciary Square, 441 4th Street, 10th or 11th Floor, Washington, DC 20001. All meetings are open to the public and agendas are published one week in advance in the District of Columbia Register.

## Partnership with Department of Health

DHCF and the Department of Health (DOH) collaborated on a series of upgrades to DOH's public health reporting infrastructure. The purpose of these upgrades was to offer providers and hospitals the means to electronically report public health data to the city in accordance with Stage 2 Meaningful Use incentives. The types of reporting that were enabled included immunization data, cancer registry, syndromic surveillance (sometimes referred to as bio-surveillance) and electronic laboratory data reporting.