Panel Processor User Guide

TEAM
KENTUCKY®
CABINET FOR HEALTH
AND FAMILY SERVICES

Table of Contents

1 | Introduction and Overview

❱❱ What is the Panel Processor Application?

The Panel Processor application allows users to upload panels – lists or rosters of patients with whom you or your organization has a treatment relationship – into the HIE. The application allows users to upload panels for various services, like the CRISP Event Notification Delivery (CEND) Solution. Panels drive access to provider patient lookup without needing to break the glass in the Portal. Panel Processor supports streamlined and easy access to patient lookup without attestation.

The CRISP Event Notification Delivery (CEND) solution provides users with real-time alerts about patients' hospital encounters by matching an organization's patient roster (or "panel") with up-to-date encounter ADT data. You can learn more about CEND at crisphealth.org.

1.1 Accessing the Panel Processor

❱❱ Users access the Panel Processor application within the HIE Portal. To access the Panel Processor, users must:

- Log into the HIE Portal with their username, password, and two-factor authentication credentials.

- Click the "**Panel Processor**" service card from your dashboard to launch the application. Your dashboard will consist of all the services you have the availability to access. Each service displays on a card.

ⓘ Your dashboard may display different services depending on your access

2 | Panel Processor Home Screen

》 The Panel Processor will display within an eye frame with the "Reports & Applications" toolbar on the left side and the Portal toolbar at the top of the screen. You can expand the screen by clicking the arrow next to 'Reports & Applications' to collapse the side toolbar.
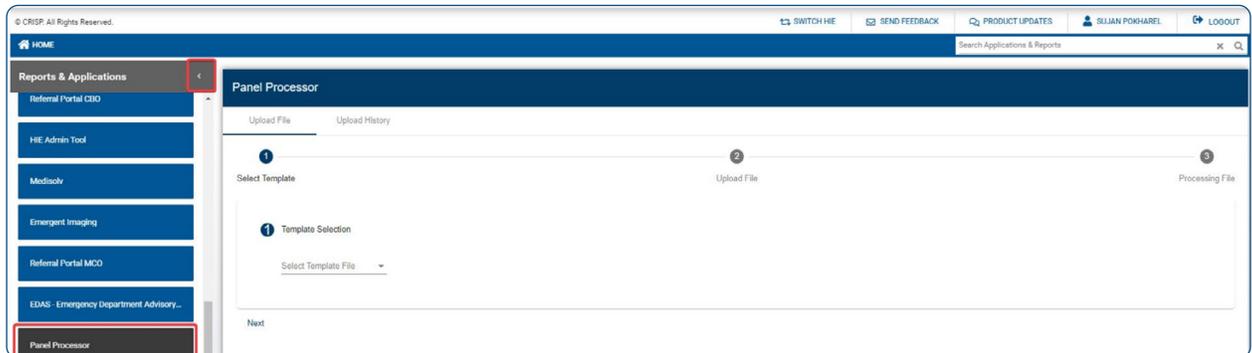
There are two tabs within the Panel Processor Application – "**Upload File**" and "**Upload History**". The "**Upload File**" tab is where users can submit a panel following the process prompts. Users can view the results of Previous successful and unsuccessful upload attempts in the "**Upload History**" tab.
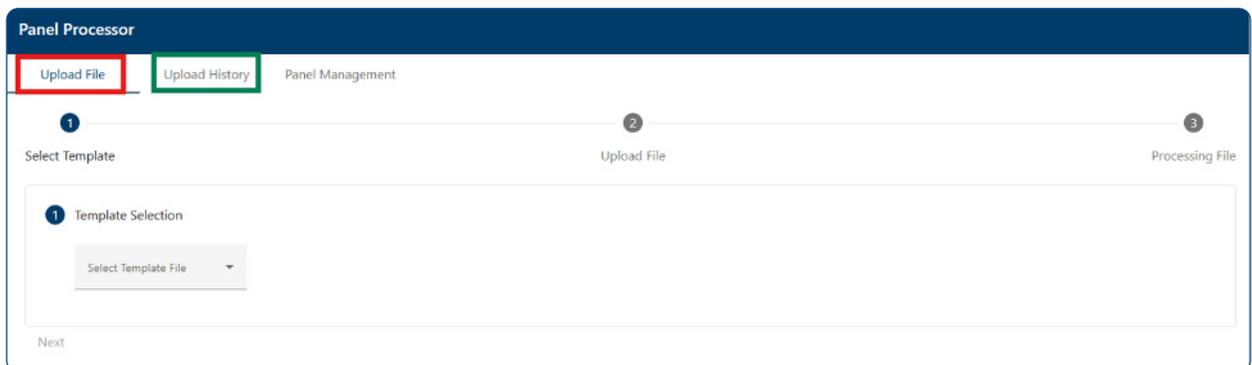
3 | Templates

》 Templates are defined file formats with specific column fields and field data types. Users must select the appropriate template to submit a panel through the Panel Processor:

- **CSS Patient Panel:** used by all HIEs but CT
- **CONNIE Patient Panel:** used by CT
- **Reporting Only Roster:** used for reporting only purposes; **NO CLINICAL ACCESS**

Users can download a template within the Panel Processor after selecting a template.

| 3 | **Templates** | 🖥 |

3.1 CRISP Event Notification Delivery (CEND)

» The CRISP Event Notification Delivery (CEND) solution provides users with real-time alerts about patients' hospital encounters by matching an organization's patient roster (or "**panel**") with up-to-date encounter ADT data. These alerts are delivered directly into the organization's workflow, seamlessly integrating with the CRISP Portal via Population Explorer. You can learn more about CEND by visiting our website or clicking here.

The CEND panel template contains the required and optional fields to submit for processing. The table below highlights all available fields in the panel template. The template is titled "**CEND Patient Panel**" and will **download in .xlsx or excel workbook format**.

However, each CEND panel submission must be in a .csv file format. The file name of each submission must be in the following format:

• [subscriber code]-1-z-MM-dd-yyyy (i.e: CEND_DEMO-1-z-08-05-2022)

3 | **Templates**

3.2 CEND Panel Template Values

Member_Status		ADD, UPDATE, or DELETE	Values required for delta panels only
Patient_ID	X	999999	No spaces or special characters
First_Name	X	John	
Middle_Name		K	
Last_Name	X	Doe	
Name_Sufix		Mr.	
Address_1	X	33 Main St	
Address_2		Apt 45	Provide these values if available
City	X	Baltimore	
State	X	MD	
Zip	X	21230	
Birthdate	X	12/31/1900	
Gender	X	M	
SNN		999-99-9999	
Home_Phone		3025551212	
Work_Phone		3025551212	
Cell_Phone		3025551212	
Practice		Practice A	
Location		555 Healthy Way	
PCP		Dr. Smith	
NPI		1111111111	
TaxID		1111111111	
Insurance		Carefirst BCBS	
ACO		ACO 1	
Account_Number		8888888	
CEND_Startdate		9/27/2015	
Care_Program		Healthy Care	
Care_Program_StartDt		10/1/2014	
Care_Program_EndDt		9/1/2015	
Care_Manager		John Doe	
Care_Manager_Phone		111-111-1111	
Care_Manager_Email		John.doe@practicea.com	
RiskScore1		20	
RiskMethodology1		HCC	
RiskScore2		24	
RiskMethodology2		Risk Score A	
Region		Montgomery County	
Direct Email		abc@ainq.direct.org	
DocHaloID		123456	

Member_Status		ADD, UPDATE, or DELETE	Values required for delta panels only
Follow_Up_Date		9/20/2015	
Appointment_Missed_ Date		9/5/2015	
Care_Alert		Patient may have experienced a controlled substance event on 9/6/2015 at hospital 4.	Values required for care alert panels
Assigning_ Authority_Code		CEND_CODE	Values required for care alert panels

4 | Submitting a Panel

❱❱ **To submit a panel through the Panel Processor user must:**

1. Select the template of the service your panel will be used for. For CEND panel submissions, select the template based on region (CSS or CONNIE). Review the "**CEND Template**" section above to understand the file requirements.

   a. For CEND Panel Submissions: Select the panel you want to update. The Panel Processor will prompt you to select a panel by name and source code. A source code is a unique set of letters used within the HIE to identify a panel.

Panel Processor

Upload File   Upload History   Panel Management

①————————————————————————②
Select Template   Upload File

✔ Template Selection

   Select Template File
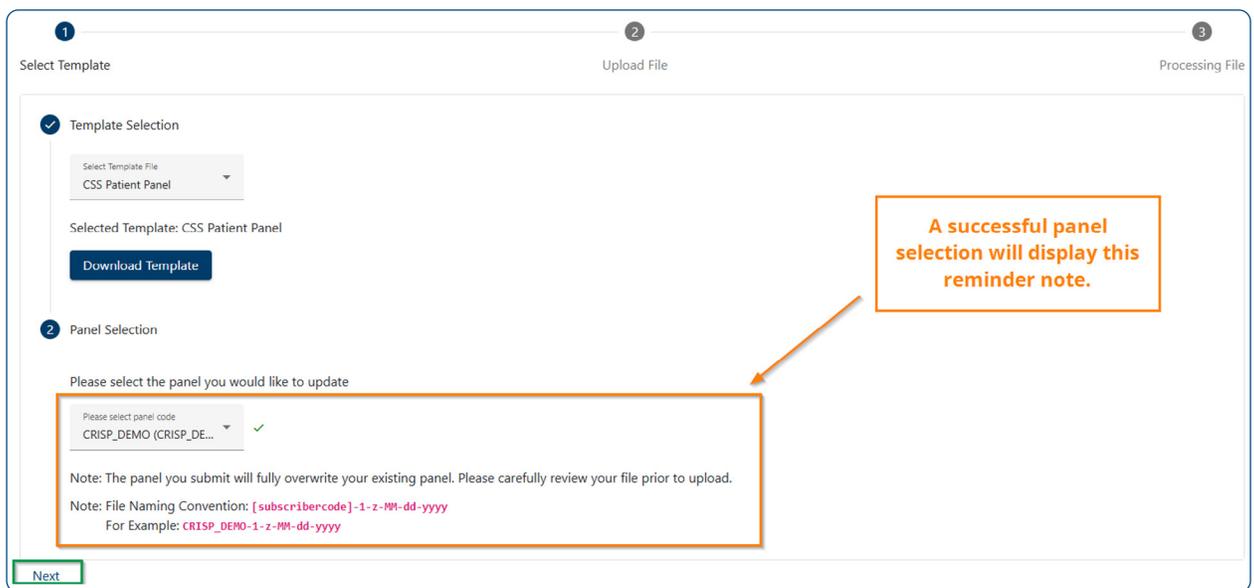   CSS Patient Panel   ▼

   Selected Template: CSS Patient Panel

   [Download Template]

② Panel Selection

   Please select the panel you would like to update

   Please select panel code   ▼

4	**Submitting a Panel**

If you do not have any panel available to update, you will recieve this error message.

There are no panels configured for you to update. If you feel this is an error, please contact CRISP Support at 877.952.7477 or support@crisphealth.org

A successful panel selection will display this reminder note.

Please select the panel you would like to update

Note: The panel you submit will fully overwrite your existing panel. Please carefully review your file prior to upload.

Note: File Naming Convention: [subscribercode]-1-z-MM-dd-yyyy
        For Example: CRISP_DEMO-1-z-MM-dd-yyyy

2. Navigate to the "**Upload File**" step by clicking "**Next**", "**Upload File**", or directly on the number two icon.
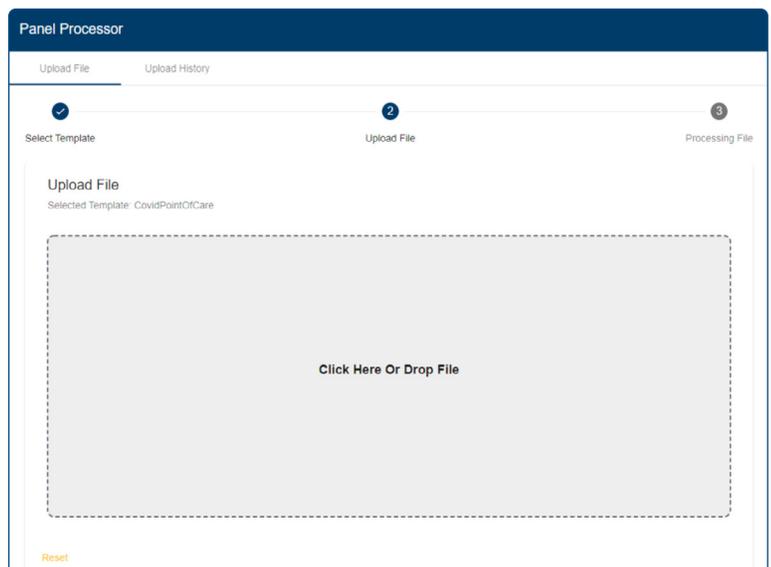
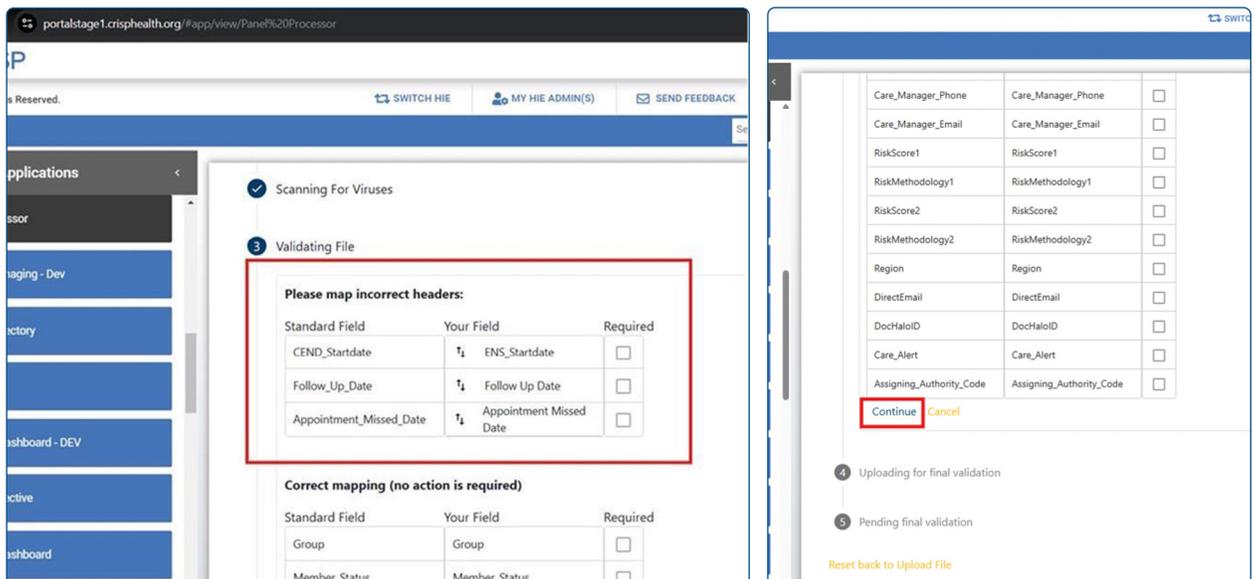| 4	**Submitting a Panel**	

3. Upload the completed file by dragging or clicking the grey box on the screen.
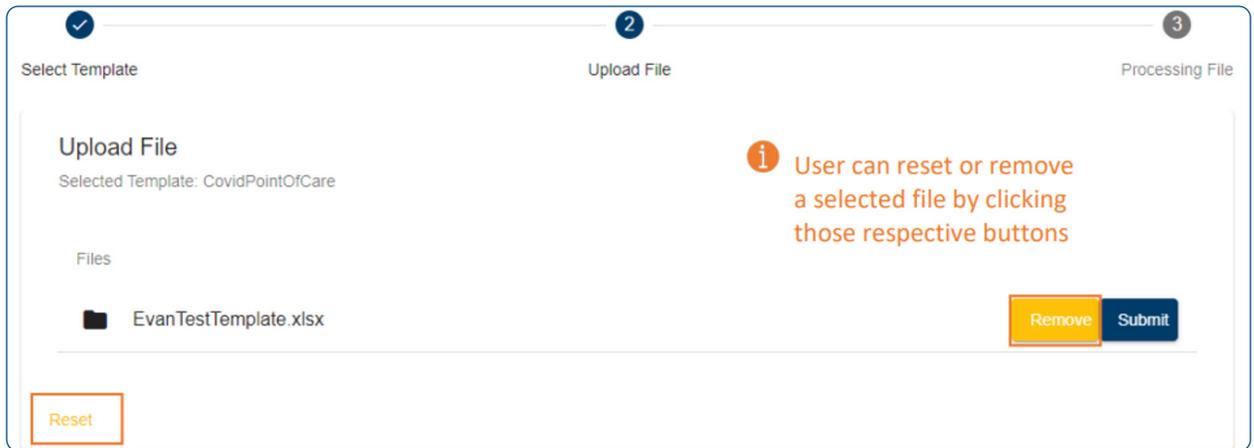
4.1 Panel Mapping

IF NECESSARY: Perform panel mapping.

1. Users can click and drag any mislabeled column headers to correctly align them with the corresponding templated column header. Once complete, proceed to the bottom of the page and select "**Continue**".

| 4 | **Submitting a Panel** | |

2. **Click 'Submit' to load the panel to the Processor.**

The Processor will now perform an initial check to validate the file type and file size. These checks take only a few seconds. **File type must be csv file. File size can be no larger than 30 MB.**

A successful file upload will advance the user to the "**Processing File**" tab. A failed upload will display an unsuccessful message on the screen.
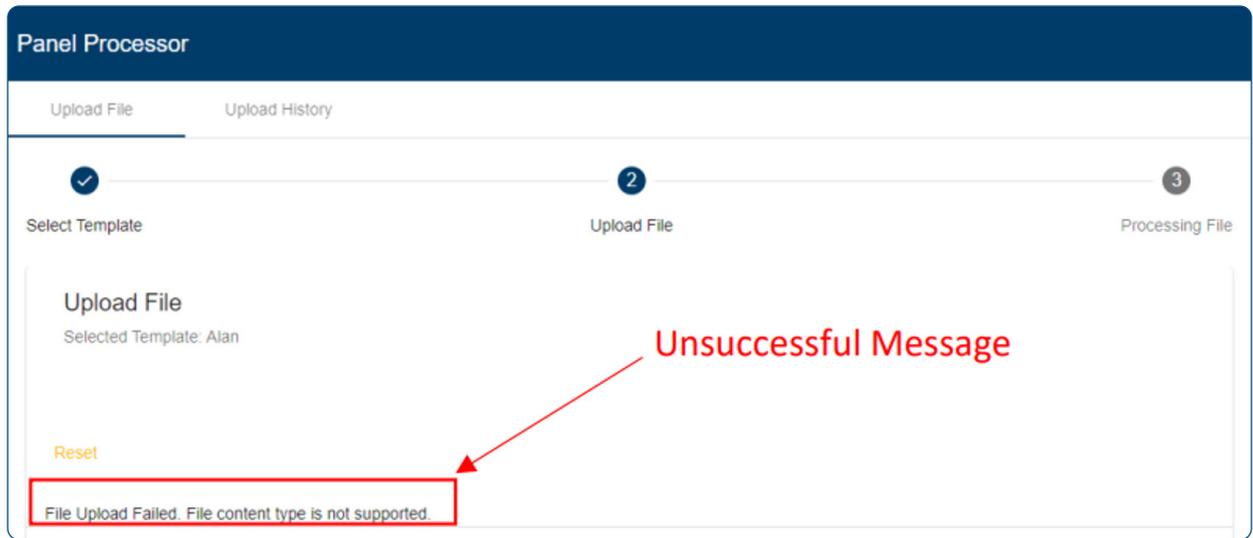
The Processing File step does not require any further action from the user. This step displays the real time actions the Panel Processor is performing to further validate and upload the file.

The steps the Panel Processor will take are the following:

1. **Processing File –** the Processor will check to validate file type and file size.

2. **Scanning for Viruses –** the Processor will check for any viruses in the file.

3. **Validating File –** the Processor will confirm data within the file are correct to the template specifications. See the CEND Template section above for how to correctly fill out the panel file.

    a. If a file fails this step, users can view the error details in the "**Upload History**" tab.

    b. Even if one row fails out of one hundred rows, the whole file will fail to process.

4. **Uploading for Final Validation –** the Processor will send the file to the correct database location within the HIE.

5. **Pending Final Validation –** the Processor will confirm the file is received by the correct database successfully. **IF THERE IS AN ISSUE VALIDATING THE PANEL, the Account Manager assigned to your organization will contact you to assist in correcting the panel.**

| 4 | **Submitting a Panel** | |

Failure Message on Validating File step

Successful Message will display if the file passes all five steps

5 | Upload History

》 The "**Upload History**" tab displays all file upload attempts which passed the initial check to validate the file type and size. In other words, the results of any upload attempt made by a specific user will appear here for that user for review.

Users will primarily use the "**Upload History**" tab to understand why a panel file failed the "**Validating File**" step. However, this tab can also be helpful to view when you last uploaded a panel to a particular source code.

The table on the "**Upload History**" tab will contain a row for each file upload attempt. Each row contains the template used, the date and time of the attempted upload, the source code, the file name, the number of rows within the file, and file status.

Panel Processor

Upload File   Upload History

Template	Date/Time Added (UTC)	Source Code	File Name	Total Rows	Status
CovidPointOfCare	07/14/22 06:13 PM	CRISP_DEMO	Covid_Bulk_Upload_FileC.csv	9	Not Started
CovidPointOfCare	07/14/22 06:12 PM	CRISP_DEMO	Covid_Bulk_Upload_FileB.csv	9	Not Started
CovidPointOfCare	07/14/22 06:12 PM	CRISP_DEMO	Covid_Bulk_Upload_File10_rowscomma.csv	9	Not Started
CovidPointOfCare	07/14/22 06:12 PM	CRISP_DEMO	Covid_Bulk_Upload_FileA.csv	9	Not Started
CovidPointOfCare	07/14/22 05:20 PM	CRISP_DEMO	Covid_Bulk_Upload_File10_rowscomma.csv	9	Not Started
CovidPointOfCare	07/14/22 03:14 PM	CRISP_DEMO	2022-07-14T03-13-45-Covid_Bulk_Upload_File10_rowscomma.csv	9	Not Started

Status	Description
Error	There is an issue with the file. A support team member will reach out to explain and resolve the error.
Upload Complete; Awaiting Validation	Panel has been successfully submitted

Users can click anywhere within a row to view additional details on the upload attempt. A popup box will appear displaying the number of total, successful, and unsuccessful rows. Failed rows will include an error message to assist the user in correcting for future submission attempts.

5	**Upload History**

>> **Successful Message:**

Summary

Filename: DataTypesOptEnforceTemp.csv
Date Uploaded (UTC): 2022-07-26T18:54:55.8033333

| 1	Total Rows
0	Successful Rows
0	Failed Rows

>> **Example Error Message:**

Summary

Filename: EvanTestTemplate_testsources.csv
Date Uploaded (UTC): 2022-07-28T15:10:19.12

0	Total Rows
0	Successful Rows
0	Failed Rows

Row Number	Error
0	Missing Header from Column: MRN
0	Missing Header from Column: PatientAge
0	Missing Header from Column: PatientBirthWeight
0	Missing Header from Column: CompletedNewbornScreening?
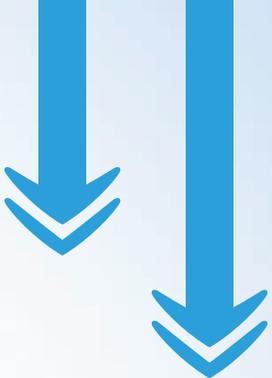
HEALTHCARE'S BETTER WHEN IT'S CONNECTED.
CONNECT WITH KHIE TODAY.

KENTUCKY
HEALTH INFORMATION EXCHANGE
CONNECTING KENTUCKY. IMPROVING HEALTHCARE.

khie.ky.gov

Email us: khie@ky.gov

For general account support, call: (502) 564-7992

For technical user support, powered by CRISP Shared Services, call: 866-441-2966

KHIE | **CRISP** Shared Services