



March 20, 2020

Over the last few weeks, our region has experienced a variety of challenges and uncertainties from the COVID-19 pandemic, and many of your organizations are on the front line of this public health crisis. We at CCHIE are sending well wishes of good health to you all.

As always, Coastal Connect is here to help and support our region through:

1. Access to the secure web-based Community Health Record portal, the patient's longitudinal record, which allows for real-time patient data from CCHIE's data contributors and external connections to be viewed online.
2. Alerts of encounter notifications via CCHIE's NOTIFY™ tool which can alert on hospital admissions, discharges, and transfers. We can create patient lists or update existing lists to make it easier for you to monitor your more vulnerable patient populations.
3. Care summaries and results made available directly in a participant's EHR for those who have completed integrations directly with CCHIE.

To ensure uninterrupted services to our region during this public health crisis, Coastal Connect has implemented the following measures:

- **Ensuring access to patient data.** Coastal Connect team members are reaching out to active and inactive participants to ensure they have access to patient data. If you need to gain access to the Community Health Record portal or the NOTIFY™ encounter alerts because (1) you are a new participant, (2) you have new staff within your organization, or (3) you are locked out of your account due to inactivity, please reach out to our team at CCHIESupport@coastalalliance.org or email individual CCHIE team members to gain access.
- We are offering **Virtual Training** during the next 2-4 weeks in lieu of in-person trainings. If you are in need of training or need to reschedule an in-person training, please reach out to our team at CCHIESupport@coastalalliance.org or email individual CCHIE team members.
- **Coastal Connect Helpdesk** is available to assist participants with access to the Community Health Record, NOTIFY™, and other technical questions, concerns, or issues experienced. Please contact us at CCHIESupport@coastalalliance.org or call 1-888-213-2147.

As you well know, the exchange of reliable, accurate, and timely patient data is critical for day-to-day patient care. It becomes even more vital during times of crisis such as the current COVID-19 pandemic. Coastal Connect stands ready to support its participants as we brace for its potential impacts. The team will continue monitoring and evaluating the situation as well as communicating with our stakeholders and participants as the situation evolves.