What you need to know
The Centers for Medicare and Medicaid Services (CMS) has issued revisions to its Conditions of Participation designed to improve transitions of care and sharing of clinical information between care providers across the medical community. To comply with the CMS requirement, and improve collaboration and interoperability, Maui Health System is electronically notifying identified providers in the United States when their patients have an emergency room, observation, or inpatient encounter at a Maui Health System hospital or ED department. These notifications provide pertinent care information such as encounter history, chief complaint, hospital prescriptions, hospital provider information, and patient demographics.

How it works
Maui Health System has partnered with Collective Medical to provide the notification services for these encounters. Providers will follow the simple steps below to get started:

Collective Medical Portal
For more information visit: https://demo.adience.com/station/905
Not on the Collective Medical Network? Click here to register.
1. As patients have encounters at Maui Health System hospitals or emergency departments, the provider will receive a notification in their Direct Message-enabled inbox which will include an email link to register for access to the notifications.

2. To register, the provider will enter basic contact information, create a password, and set up security questions.

3. After registration, a validation email will automatically be sent with a link to the Provider Portal. Providers can use this link to enter the portal.

4. Once in the Provider Portal, the provider can view current and previous notifications. The provider will also be able to search and filter as needed to find the exact information they are looking for.

5. In the Provider Portal, the provider can opt in or out of receiving notifications and set notification preferences (i.e., immediately, once per day, once per week) to best meet their specific needs. If the provider does not choose to make any changes, “immediate notifications” is the default.

Additional benefits beyond the CMS notification
While general encounter information will be found in these notifications to meet the CMS requirement, additional information will also be available to coordinate the patient’s care. Notifications include key information, such as care recommendations, patient histories, and contact information for other members of the patient’s care team.

If you have any questions, please contact support@collectivemedical.com.