



FLORIDA HIE



InContext and Clinical Information App User Guide



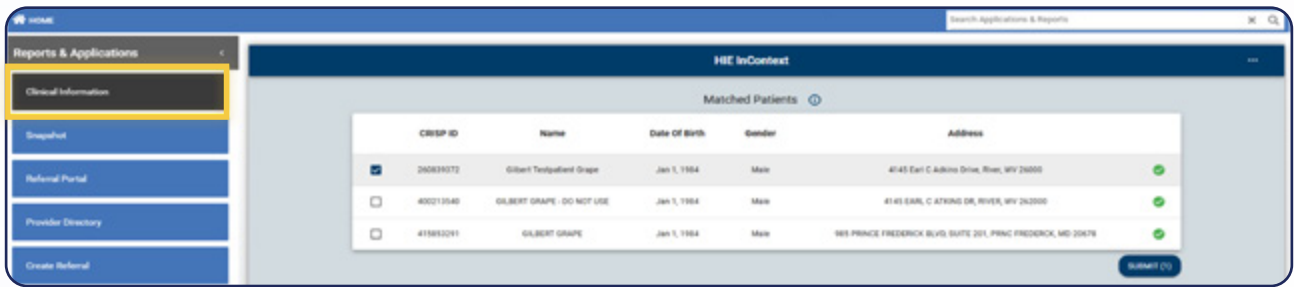
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1. Introduction and Overview



InContext is an app that delivers high-level information designed to support clinical decision-making by sharing key information on the patient’s health. The InContext app is available to be accessed from within the user’s EHR workflow &/or via the CRISP portal by clicking into the clinical information section.



The HIE InContext platform gives providers the ability to access critical health information and alerts about patients such as prescription data, lab results, radiology reports, etc. The platform provides access to two major applications: Health Records and PDMP.

Key features of InContext include:



Patient Information relating to the demographics profile on file plus a Next of Kin section with information on persons the patient has a personal or non-healthcare-specific professional relationship with (i.e., a patient’s partner, nearest relatives, etc).



Medication Management including Advisories, Prescription Drug Monitoring Program (PDMP), and PDMP Interstate Sharing, Medications parsed from CCDs.



Clinical Data including Health Records, Encounters, Problems, Immunizations, Allergies, Vitals and Structured Documents (Continuity of Care).



Care Coordination inclusive of Care Teams, Care Alerts, Referral History, and Advance Directives



Social Needs Data organized by Assessments and Conditions



Data from Claims for Maryland, District of Columbia, West Virginia and Kentucky available to all providers through their point of care tools; this includes Medications, Diagnoses, Procedures, and Encounters.

For any customer support items, a user should share issues to Technical User Support by emailing support@crisphealth.org or calling [877-952-7477](tel:877-952-7477).

2. Patient Match: List of Patient Identities



The Patient List displays all possible identity matches. The HIE receives data from many sources and the demographics can differ from source to source. We use the MPI to match these records but sometimes are unable to, resulting in multiple identities. Each patient will have a “Match Score” which will tell you how closely the patient matches the information sent to the HIE. A patient can either be “Probable” or “Possible”.

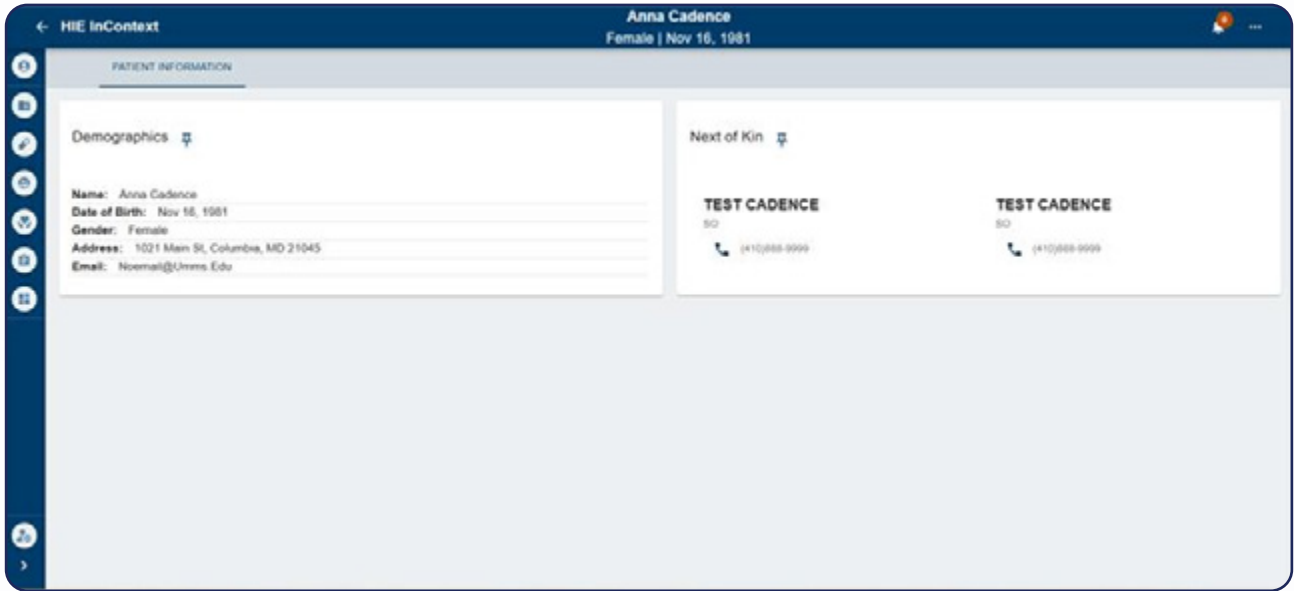
Enterprise ID: You may not see this screen if an exact match is found. When that happens, the system will open directly into the patient information, assuming this patient is on your panel.

CRISP ID	Name	Date Of Birth	Gender	Address	
79599712	ANNA CADENCE	Nov 16, 1981	Female	1021 MAIN ST, COLUMBIA, MD 21045	✓
80003122	Anna Cadence	Nov 16, 1981	Female	Unknown	✓
81222440	Anna Cadence	Nov 16, 1981	Unknown	1212 Eight Mile Rd, Baltimore, MD 21231	✓
81733470	Anna Cadence	Nov 16, 1981	Female	123 Epic St, Los Angeles, CA 90210	✓
81957879	ANNA CADENCE	Nov 16, 1981	Female	32 man, Owings Mill, MD 21117	✓
81997170	ANNA CADENCE	Nov 16, 1981	Female	Unknown	✓
81997190	ANNA CADENCE	Nov 16, 1981	Female	Unknown	✓
81997204	ANNA CADENCE	Nov 16, 1981	Female	Unknown	✓

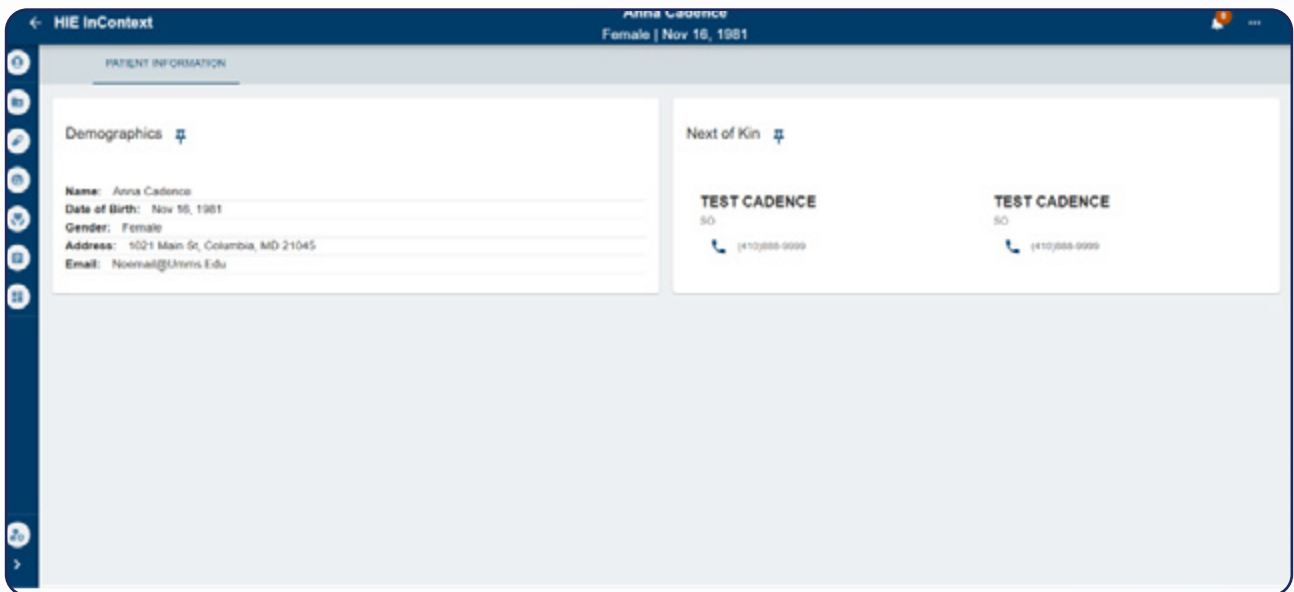
3. Menu Items: How to Navigate



In **larger screen sizes**, the app menu will appear on the left side. Use this left menu to navigate to the other sections of the app. If you minimize your screen size, this menu will collapse. If you'd like to go back to the patient list, click the Back icon.



In **smaller screen sizes**, the InContext menu will be collapsed. In order to navigate to other sections of the app, click the Expand Menu icon in the bottom left corner.



4. Refining Patient Information: Quick Access Features



Data is primarily displayed in tables, enabling a user to quickly search and identify information they are interested in reviewing.

The following table features promote quick access to information:



Sort: All columns in tables can be sorted in ascending and descending order. Click on the column name to sort the table by that column's data.



Search: All data in the tables – and underlying records – will be filtered for the content value that is entered into the search textbox

- Search not only queries the table but also performs a deep search into the underlying documents associated with the rows.



View: Table columns can be added and removed to change the display

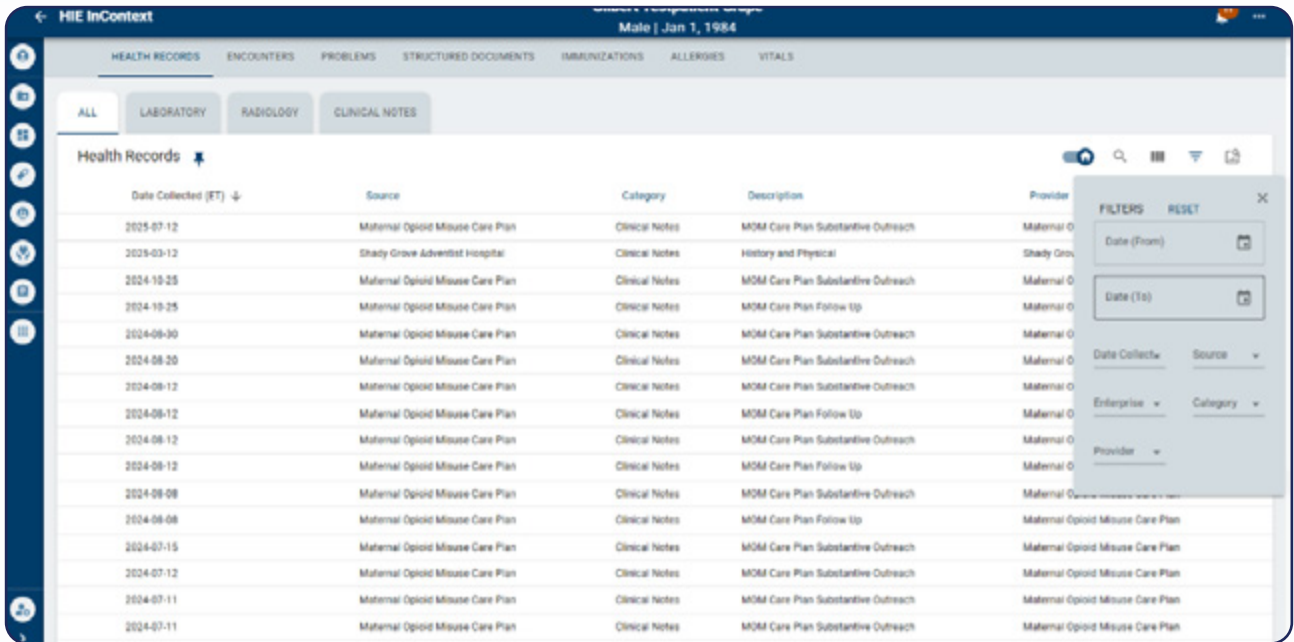
Health Records			
Date Collected ↓	Source	Description	Provider
2022-04-08	MEDSTAR_FSH	Example PDF 7	MedStar Franklin Square Hospital Center
2022-04-08	University of MD UMMC UMMS	Example PDF 1	University of Maryland Medical Center
2022-04-08	University of MD UMMC UMMS	Example PDF 2	University of Maryland Medical Center
2022-04-08	University of MD UMMC UMMS	Example PDF 3	University of Maryland Medical Center
2022-04-08	CRISP_REFER	Referral for further care	—
2022-03-21	Western Maryland Hospital	Serum or plasma potassium measurement (moles/volume)	ZZZJLW JORDAN WILSON
2022-02-16	CRISP_REFER	Referral for further care	—
2022-02-16	CRISP_REFER	Referral for further care	—
2022-02-16	CRISP_REFER	Referral for further care	—
2022-02-10	TIDALHEALTH	ECG 12-LEAD	30160 CHRISTIAN BOUNDS
2022-02-01	TIDALHEALTH	ECG 12-LEAD	30160 CHRISTIAN BOUNDS
2022-01-24	DCH	BASIC METABOLIC PANEL	1043399533 MUSHTAQ SHAH
2022-01-13	ENS_PIMRRF	PIMR	PIMR-Talbot County Health Department
2022-01-12	ENS_WKSPWIZ	Diabetes Prevention Program	Non-Medicaid Health Choice DPP
2022-01-06	CRISP_REFER	Referral for further care	—

4. Refining Patient Information: Quick Access Features



Filter: Specific columns can be filtered for values in order to display specific information of interest to the user.

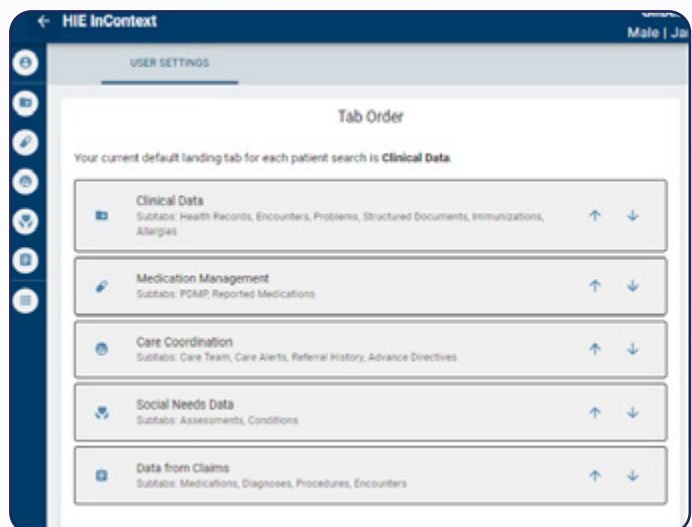
- Filter enables querying on a specific column. If a user wanted to only see rows from “University of MD”, she could click Filter Table, select the Source column and select the value “University of MD”. The resulting query would then only display row for that Source.



5. Customizing Application Tab Arrangement



Users can reorder their tab arrangement by going into the user settings and using the arrows. The upper most tab will be the default landing page when users log into the app.

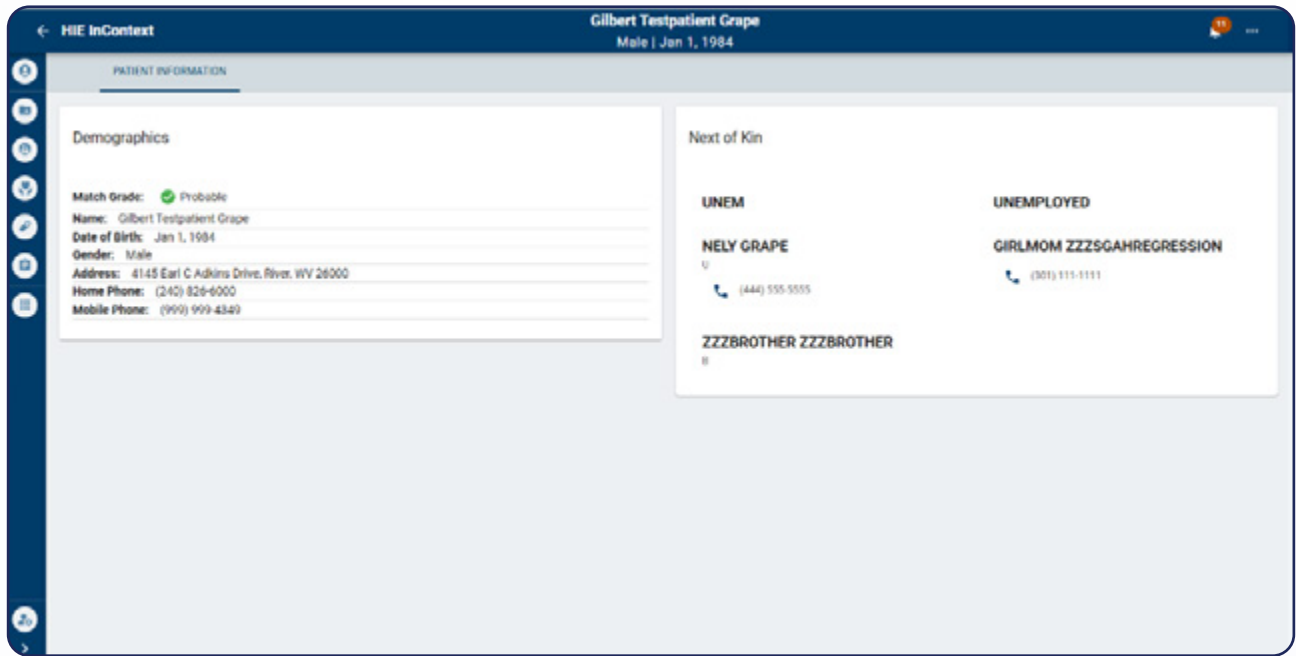


6. Patient Demographics

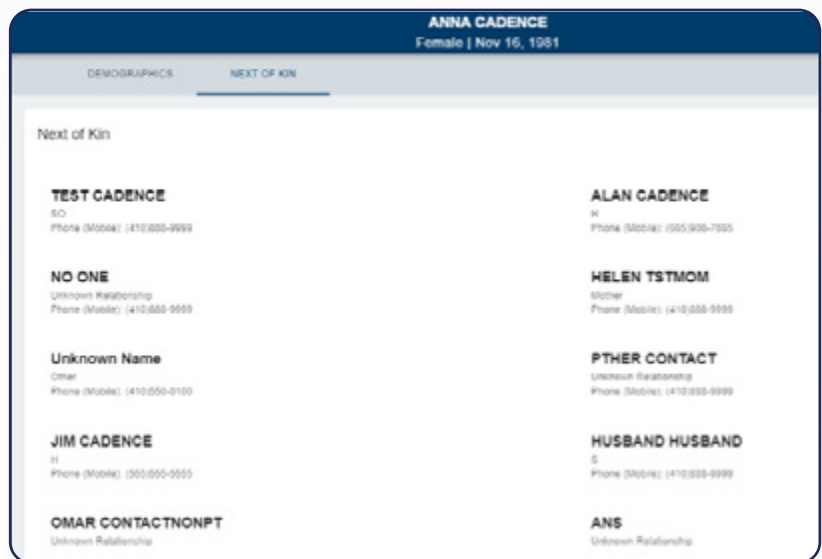


The Patient Demographics Information is displayed in two places:

- **Along the header:** First name, Last name, Gender and Date of Birth will be visible to compare against EHR information
- **Patient Information tab:** All the above information is viewable along with further contact information including address and phone numbers



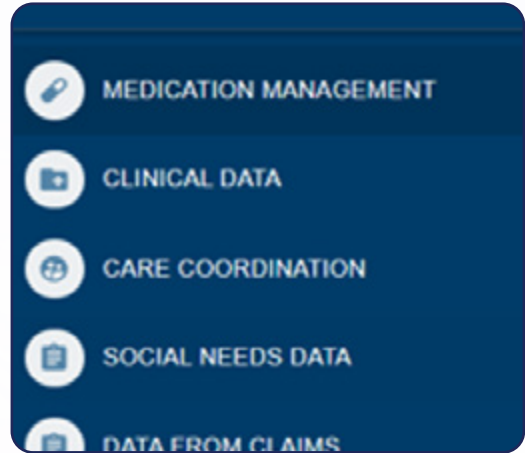
The Next of Kin displays the patient's nearest relative or relatives and their contact information.



7. Medication Management



The “Medication Management” section includes Reported Medications which provides the patient’s medication data received in Consolidated Clinical Documents (CCDs) sent to the HIE. Medications will be displayed in a 90 day view as well as a full historical lookback.



Provider: The provider reported in the medications record



Start Date: Start date present on EMR



Last Reported Date: Most recent date on record received by the HIE

HIE InContext Anna Cadence
Female | Nov 16, 1981

REPORTED MEDICATIONS

LAST 90 DAYS ALL

Reported Medications - All

Generic Name	Medication Name	Dose	Sig	Provider	Start Date	Last Reported Date
diazepam (DIASSTAT ACUDIAL) 5-7.5-10 mg rectal kit	diazepam (DIASSTAT ACUDIAL) 5-7.5-10 mg rectal kit	5mg	Place 5 mg rectally once as needed for Seizures Motor seizures greater than 5 minutes	---	2022-04-07	2022-04-26
levETIRAcetan (KEPPRA) 100 mg/mL solution	levETIRAcetan (KEPPRA) 100 mg/mL solution	300mg	Take 0.5 mLs (300 mg) by mouth 2 (two) times daily	---	2022-02-11	2022-04-26
polyethylene glycol (MIRALAX) 17 gram/loose powder	polyethylene glycol (MIRALAX) 17 gram/loose powder	0.5g	Take 0.5 g by mouth daily	---	2022-01-12	2022-04-26

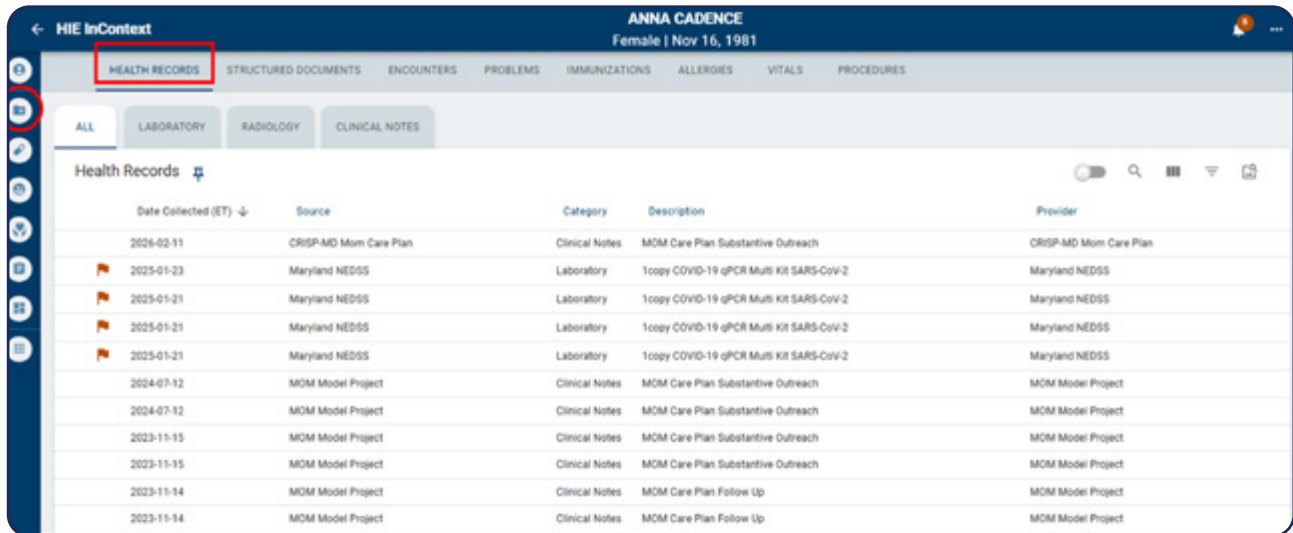
Rows per page: 25 | 1-3 of 3

8. Clinical Data



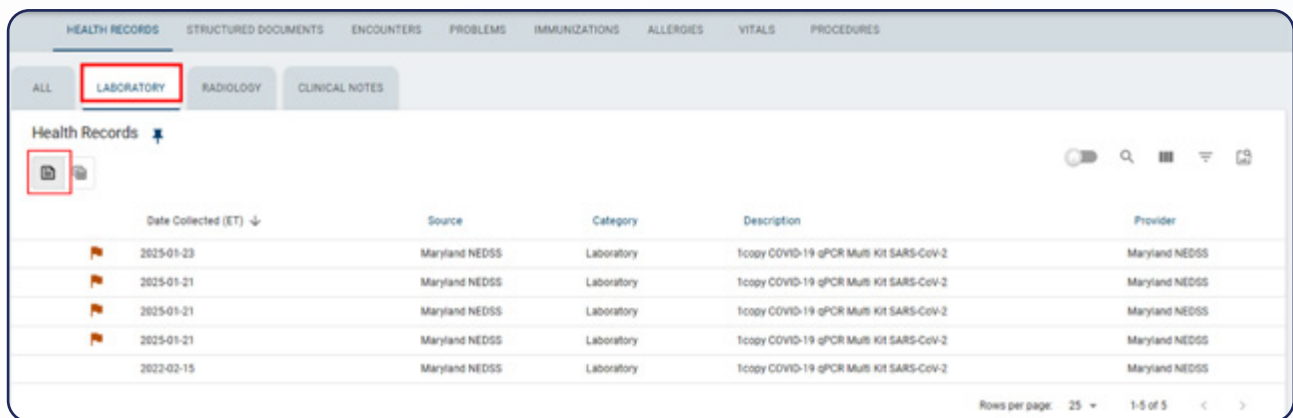
The “Clinical Data” section provides:

- **Health Records** displays Laboratory reports, Radiology reports, and Clinical Notes received from CRISP participants for the patient.



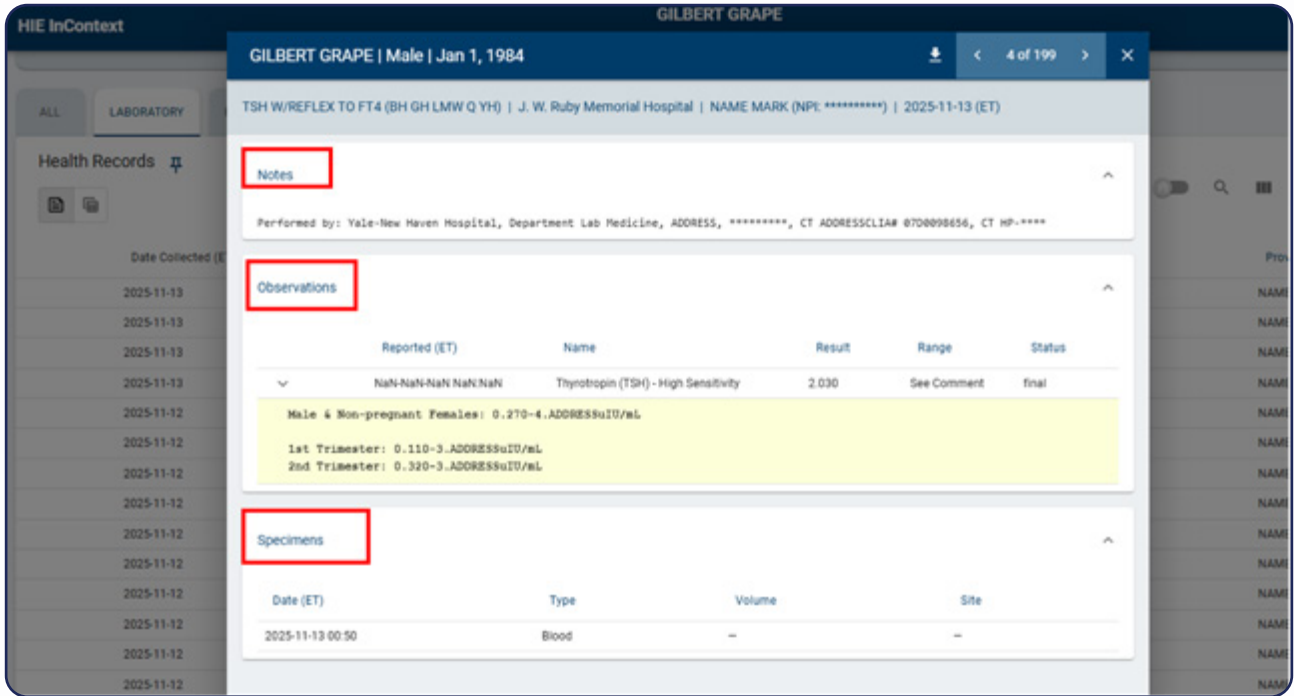
- **The laboratory reports offer two viewing options: List View and Timeline View.**

List View: When users open the laboratory sub-tab, two icons appear representing these views. By default, users are taken to the List View shown below.

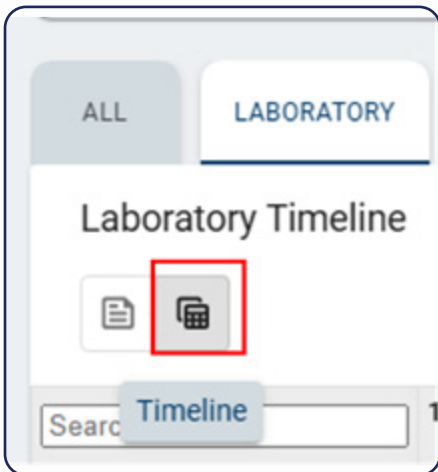


8. Clinical Data

When users click on any lab report, a modal will pop up, and this contains more information (if available) on notes, observations, and specimens of that lab report.



8.1 Lab Timeline View



This feature allows users to view a patient’s laboratory test data in a Timeline format, enabling easy identification of data trends over time. This can be accessed by clicking the Timeline icon beside the List View.

8. Clinical Data

ALL **LABORATORY** RADIOLOGY CLINICAL NOTES

Laboratory Timeline Currently Displaying: 02/19/2021 - 02/19/2026

Last 5 years

Search..	10/12/2025 10:45	07/17/2025 20:00	04/13/2025 18:10	01/14/2025 09:45	10/17/2024 10:45	07/13/2024 20:00	04/20/2024 19:45	01/22/2024 08:30	10/18/2023 18:00	07/08/2023 09:30	04/09/2023 20:00	01/08/2023 18:25	07/17/2022 20:00	07/08/2022 18:00	04/12/2022 07:45	01/23/21 11:20
Chemistry																
Sodium (mmol/L)	140		136		136	132		135		137		139		139		138
Potassium (mmol/L)	5		4.91		4.76	4.86		4.84		4.9		5		4.8		4.8
Chloride (mmol/L)	102		103		103.3	104		105		112.1		102		101		101
CO2 (mmol/L)	24		25		24	27		27		26		26		24		24
BUN (mg/dL)	12		9		15.9	16		16.5		15		14		13		13
Creatinine (mg/dL)	0.9		0.9		0.9	0.9		0.9		0.9		1		1		1
eGFR (mL/min/1.73m ²)	100		95		98	97		96		94		90		94		94
Glucose (mg/dL)	110		112		83.5	85.5		124		130		130		130		130
Calcium (mg/dL)	9.8		9.7		8.21	8.31		9		8.6		8.9		8.8		8.8
Albumin (g/dL)	4.62		4.45		4.4	3.81		4.61		4.4		4.2		4.2		4.16
AST (U/L)	31		32		32	33		42		34		36		38		38
ALT (U/L)	37		38		38	39		40		33		48		55		55
Hematology																
WBC (x10 ³ /µL)	7.2					10.9		8.3				7.5				
HCP (x1000/µL)	5.59					5.58		5.69				5.48				

Currently Displaying: 02/19/2021 - 02/19/2026

Last 5 years

- 3 months
- 6 months
- 1 year
- 2 years
- 3 years
- 4 years
- 5 years

07/17/2022 20:00	07/08/2022 18:00	02/21/2021 11:20
139		
5		
102		
26		
14		
1		
90		
138		

Users can also use the search feature to look up a test name, helping them avoid scrolling through the entire list.

Laboratory Timeline Currently Displaying: 02/19/2021 - 02/19/2026

Last 5 years

10/12/2025 10:45	07/17/2025 20:00
Chemistry	
Sodium (mmol/L)	140
Potassium (mmol/L)	5
Chloride (mmol/L)	102

8. Clinical Data

- Encounters** displays information regarding the patient’s previous inpatient or outpatient encounters. This includes date, source, and may also include additional information such as Discharge Diagnosis and Admit Reason. This information is parsed from CCDs.

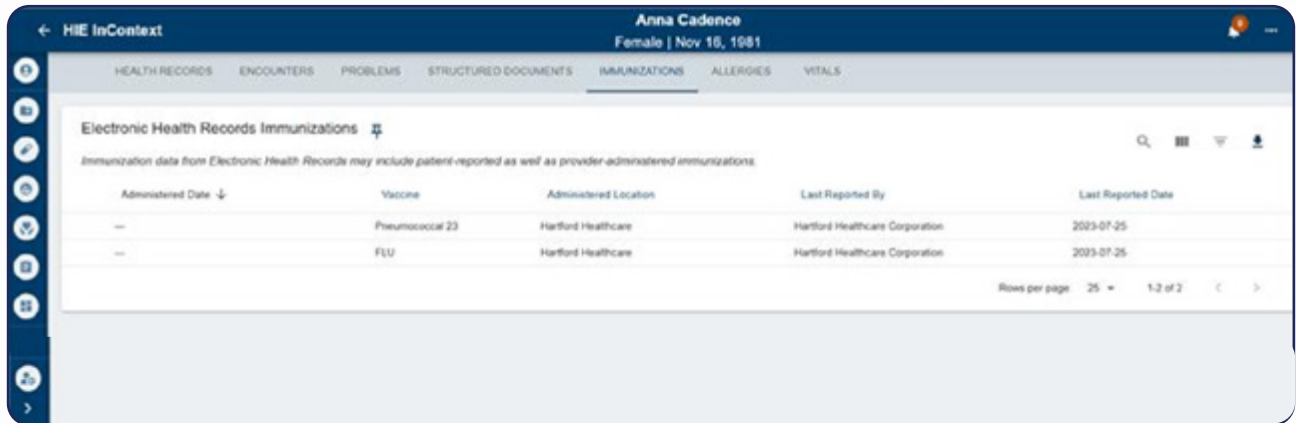
Date	Source	Location	Patient Class	Diagnosis	Discharge Disposition
2025-05-08	Greater Baltimore Medical Associates	FAMCAREASSOC	Ambulatory	—	—
2025-01-28	UM Urgent Care - Main	9595189401010	Ambulatory	—	—
2024-11-25	University of Maryland Medical System	518893055	Ambulatory	—	—
2024-02-29	UCorn Health	FMSKDERMATOLOGY	Ambulatory	—	—
2023-10-10	UPMC - Western Maryland	WAC	Ambulatory	—	—
2023-10-10	UPMC - Western Maryland	7NORTH-A	Inpatient	—	—
2023-09-24	Anchor Mental Health of Catholic Charles	—	Ambulatory	F25.1 Schizoaffective disorder, depressive type; F25.1 Schizoaffective disorder, depressive type	—
2023-09-20	UPMC - Western Maryland	7NORTH-A	Inpatient	—	†
2023-09-13	Greater Baltimore Medical Associates	FAMCAREASSOC	Ambulatory	Z00.00-Encounter for general adult medical examination without abnormal findings; Z00.00-Encounter for general adult medical examination without abnormal findings	—

- Problems** displays a consolidated list of active problems from organizations that are parsed from CCDs. Each problem includes first and last reported date and the most recent organization to report the problem to the HIE.

Description	Code	First Reported Date	Last Reported Date ↓	Last Reported By
PALPITATIONS (FINDING)	S031300Z	—	2023-03-12	Charleston Area Med Center Ges Hospital
TYPE 2 DIABETES MELLITUS WITH HYPERGLYCEMIA, WITHOUT LONG-TERM CURRENT USE OF INSULIN	E11.65	2022-01-03	2023-03-12	Meritus Medical Center
URINE FREQUENCY	R35.8	2015-11-09	2023-03-13	Endocrine Associates of CT LLC
AFTERCARE FOLLOWING SURGERY OF THE MUSCULOSKELETAL SYSTEM	V56.78	2022-09-19	2023-03-13	Connecticut Orthopedic Specialists PC
MARIJUANA USE	F12.90	2023-02-23	2023-03-13	United Hospital Center
INSOMNIA, UNSPECIFIED	G47.80	—	2023-03-09	Nuvance Health Medical Practices
CHRONIC RHINITIS	J31.0	2019-09-25	2023-03-09	Connecticut Childrens Medical Center
DIPLOPIA	H53.2	2023-01-24	2023-03-09	Anne Arundel Medical Center
ACUTE PAIN OF LEFT KNEE	M25.66Z	2021-10-14	2023-03-09	Anne Arundel Medical Center
TYPE 2 DIABETES MELLITUS WITH HYPERGLYCEMIA, WITHOUT LONG-TERM CURRENT USE OF INSULIN (CMS HCC)	E11.65	2022-01-19	2023-03-08	Braxton County Memorial Hospital WV
MACULAR DEGENERATION	H35.30	2023-04-17	2023-03-08	Hartford Healthcare
DILATED RENAL PELVIS	N28.85	—	2023-03-06	Garden Clark Medical Center
MYOFASCIAL PAIN DYSFUNCTION SYNDROME	M79.18	—	2023-03-08	Ruby Memorial
CIGARETTE SMOKER	F17.210	2016-07-07	2023-03-07	Patient Choice Medical Care LLC

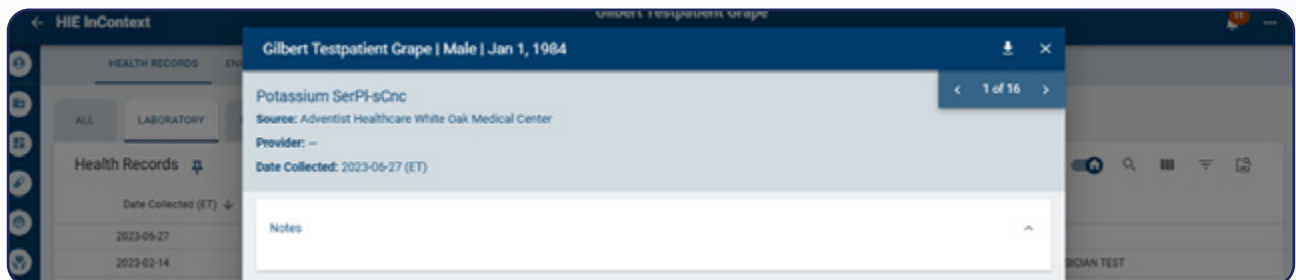
8. Clinical Data

- **Structured Documents** lists Continuity of Care Documents (CCD), which contain sections to help healthcare professionals understand a patient’s continuation of care. This subtab CCDs from participants facilities as well as CCDs returned from National Network queries.
- **Immunizations** displays a consolidated list of active problems from organizations that are parsed from CCDs. Each problem includes first and last reported date and the most recent organization to report the problem to the HIE.



- **Allergies** displays a consolidated list of allergies from organizations that contribute electronic health record allergy data to the HIE. Each allergy includes the reaction, comments and the last reported date from the most recent organization to report that allergy to the HIE.
- **Vitals:** This tab displays a patient’s vital signs parsed from CCDs. It provides a chronological view of key vitals—such as blood pressure, temperature, heart rate, and respiratory rate—consolidated from external encounters to support clinical decision-making.

Below is an example of a Health Record in which users can flip through records using the numbers marked with arrows in the upper right corner, as well as download individual records.



9. Care Coordination



The “Care Coordination” section includes Care Team, Care Alerts, Referral History, and Advance Directives.

- **Care Team** displays the organizations that are subscribed to the given patient. This will also include additional information about the patient’s Care Program and Care Manager.

Source	Care Program	Provider	Role	Start Date ↓	Last Updated
UMMS (FHC)	—	—	—	2024-11-25	—
Camden Clark Medical Center	—	—	—	2024-11-06	—
Doctors Community Hospital	—	ELLEGANT SYMEON PEARSON	Primary Care	2024-11-04	—
Western Maryland Hospital	—	DEENA DOCTOR	Primary Care	2024-11-04	—
Western Maryland Hospital	—	JORDAN WILSON	Primary Care	2024-11-04	—
UCinn Health System	—	Hector Pan	Primary Care	2024-11-04	—
Providence Alaska Medical Center	—	—	—	2024-11-04	—
Yale New Haven	—	—	—	2024-11-04	—
Ruby Memorial	—	—	—	2024-11-04	—
Creeker Balance Medical Associates	—	WILLIAM BENJAMIN HAND	Primary Care	2024-10-09	—
Providence Alaska Medical Center	—	—	—	2024-09-20	—
UCinn Health	—	Hector Pan	Primary Care	2024-09-20	—
Ruby Memorial Hospital	—	—	—	2024-01-31	—

- **Referral History** displays referrals made via the portal to organizations that address the patient’s social needs. It will also include information on the outcomes of the referrals, the referral sender, and the referral recipient when available.

Date of Referral	Source	Program Name	Status	Last Updated ↓
2025-07-23	CRSPReferralUI	MorgansBigOPProgram	Pending	2025-07-23
2025-07-07	CRSPReferralUI	PMR (Postpartum Infant and Maternal Referral) Care Management	Pending	2025-07-07
2025-07-07	CRSPReferralUI	PMR (Postpartum Infant and Maternal Referral) Care Management	Pending	2025-07-07
2025-06-16	CRSPReferralUI	MD Public Health Agency	Pending	2025-06-16
2025-06-05	CRSPReferralUI	MD Public Health Agency	Pending	2025-06-05
2025-05-15	CRSPReferralUI	MD Public Health Agency	Pending	2025-05-15
2025-05-14	CRSPReferralUI	MD Public Health Agency	Pending	2025-05-14
2025-05-14	CRSPReferralUI	PMR	Pending	2025-05-14
2025-05-14	CRSPReferralUI	PMR	Pending	2025-05-14
2025-04-25	CRSPReferralUI	MCO Tester1	Expired	2025-04-25
2025-03-25	CRSPReferralUI	MD Public Health Agency	Enrolled	2025-03-25
2025-03-25	CRSPReferralUI	MCO Tester	Expired	2025-03-25
2024-08-02	CRSPReferralUI	MCO Tester1	Expired	2024-10-31
2024-06-07	CRSPReferralUI	Test Program A	Expired	2024-09-05

10. Social Needs Data



The “Social Needs Data” section displays data related to a patient’s health-related social needs.

- **Assessments** provide a patient’s responses to structured social determinants of health questionnaires provided to the HIE.

Date	Source	Description
2025-05-14	CRISP_REFER	PRAPARESDOH
2025-05-05	CRISP_REFER	PRAPARESDOH
2024-05-12	CRISP_REFER	ASCENSIONSDOH
2024-08-30	CRISP_REFER	BPHSDOH
2024-08-30	CRISP_REFER	MSPCSOHC
2024-05-05	Fmh_ID	FREDERICKSDOH
2024-05-05	CRISP_REFER	WVUMSDOH
2023-11-17	CRISP_REFER	FRNSDOH
2023-11-14	CRISP_REFER	FRNSDOH
2023-11-14	CRISP_REFER	FRNSDOH
2023-10-17	MyDadives.com	MERTUSDOH
2023-10-17	MyDadives.com	UMCSDOH
2023-07-05	CRISP_REFER	CAVEHTSDOH
2023-06-21	CRISP_REFER	WVUMSDOH
2023-06-05	CRISP_REFER	FREDERICKSDOH

- **Conditions** display identified conditions from Z-codes sent from participants to the HIE in health records.

Date	Source	Z-Code	Description
No Conditions available.			

11. Data from Claims

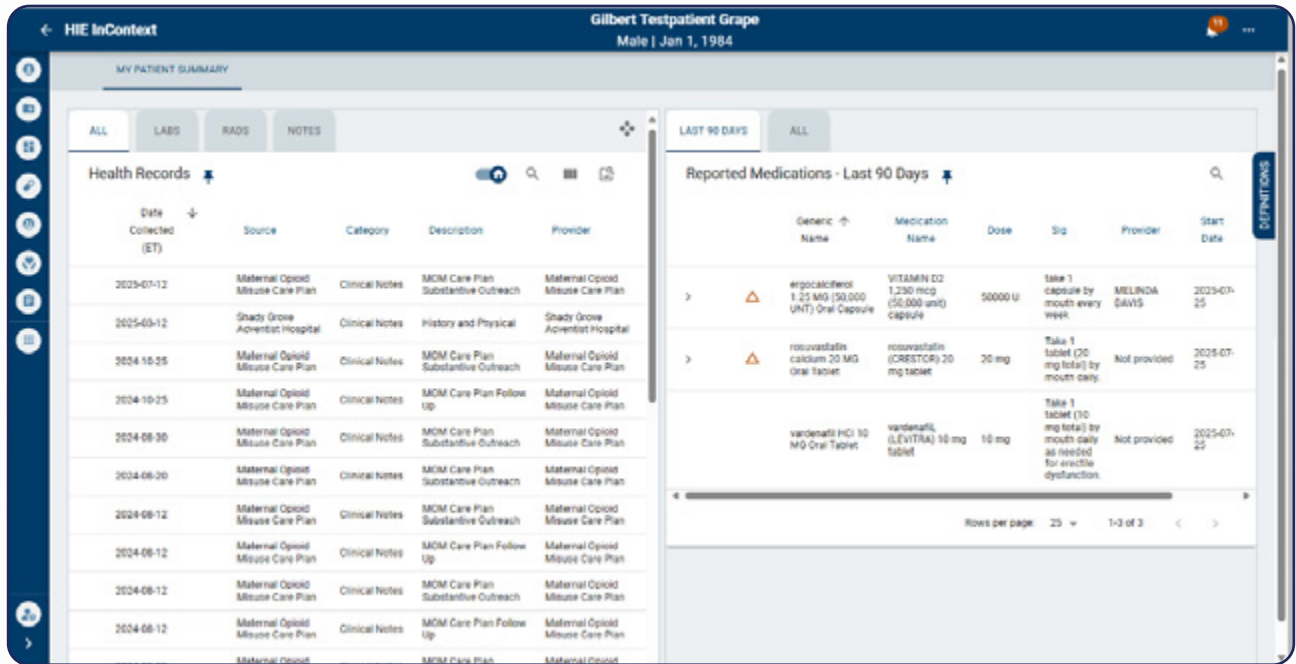


The “Data From Claims” section displays the data the HIE receives from Claims sources. Currently, CSS is receiving Claims data from DC, MD, and WV and Kentucky. This data includes **Medications, Diagnosis, Procedures, and Encounters**.

The screenshot shows the 'Data From Claims' section for patient ANNA CADENCE. The table lists various medications with columns for Date, Medication, Quantity, Supply, and Provider.

Date	Medication	Quantity	Supply	Provider
2022-04-25	sertraline	30	30	WEBBER, JENNIFER
2021-10-02	amlodipin	100	10	WEBBER, JENNIFER
2021-11-29	SARS-CoV-2 mRNA (non-replicating 5y-11y) vaccine	0	1	DONALDSON, KAREN
2021-11-08	SARS-CoV-2 mRNA (non-replicating 5y-11y) vaccine	0	1	DONALDSON, KAREN
2021-06-09	sertraline	30	30	WEBBER, JENNIFER
2021-06-09	fluoxetine nasal	14	30	WEBBER, JENNIFER
2021-03-15	telicromazole topical	120	14	ADAMS, ADAM
2020-10-06	fluoxetine nasal	14	30	JACKSON, AMBER
2020-10-06	sertraline	30	30	JACKSON, AMBER
2020-08-13	telicromazole topical	39	19	DEBONO, CHRISTINA
2020-08-13	telicromazole topical	120	10	DEBONO, CHRISTINA
2020-05-01	griseofulvin	20	20	ADAMS, ADAM
2020-04-15	montelukast	30	30	FORNEY, TRINA
2020-04-02	griseofulvin	20	20	ADAMS, ADAM
2020-04-01	telicromazole topical	60	30	ADAMS, ADAM
2020-02-12	griseofulvin	20	20	ADAMS, ADAM

12. Application Resources



The **user feedback** feature provides the ability to submit comments and/or suggestions for the app. By navigating to the App menu (top right corner – indicated by ellipses), a user can click on the ‘Feedback’ option. This feedback can receive PHI.

The **“Glossary”** feature provides more information about all the app data and features including icons. By navigating to the App menu (top right corner – indicating by ellipses), a user can click on the ‘Glossary’ option.

The **“About”** feature provides information about the version of the app and link to the Release Notes. By navigating to the App menu (top right corner – indicating by ellipses), a user can click on the ‘I About’ option.

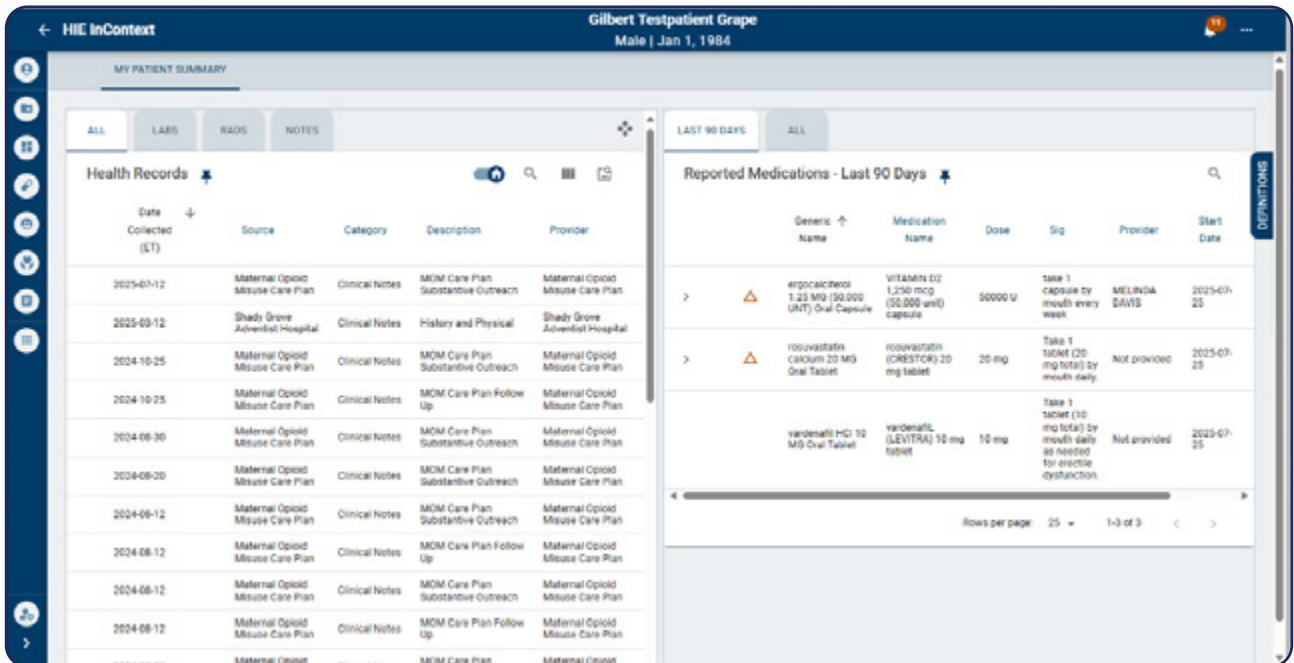
13. My Patient Summary



My Patient Summary is a customizable landing page that allows users to find the information they need more quickly without clicking into multiple tabs.

Users can:

- Pin and unpin tables
- Size their window
- Set the tab as their landing page
- Pin a max of 8 tables
- Reorder their pinned tabs using the 4 arrow button on the top right of a pinned tab.



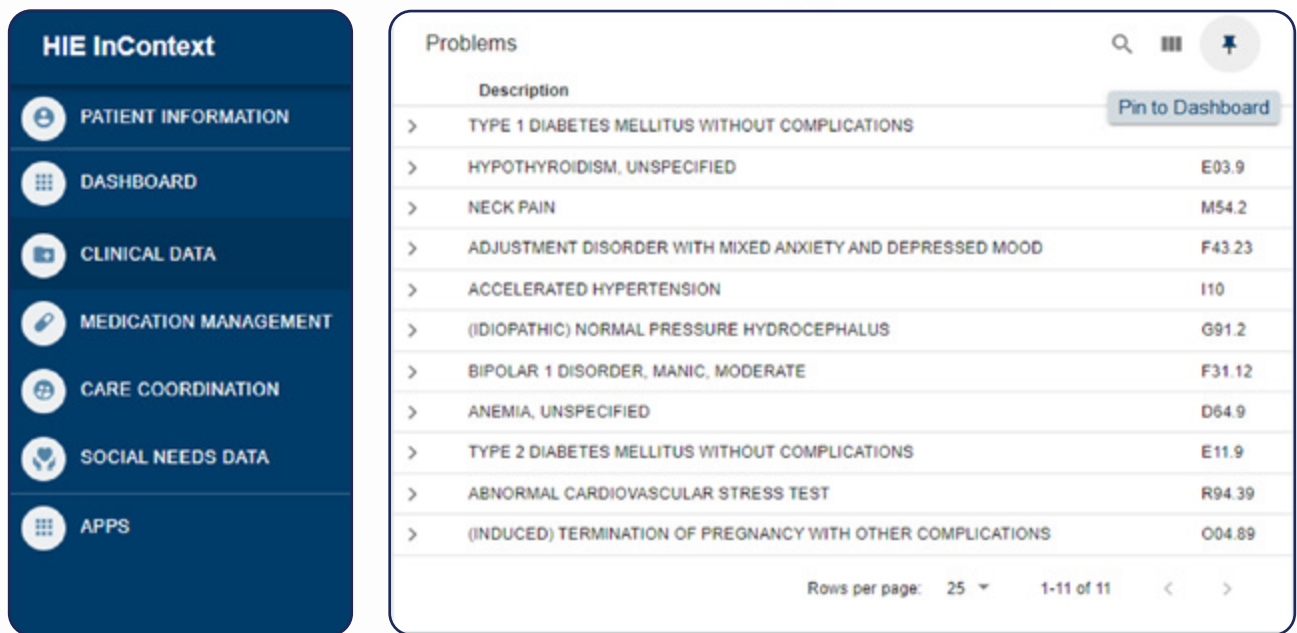
13. My Patient Summary

My Patient Summary is a personalized space to centralize all essential information in one location.

Follow these steps for customization:

- 1. Navigate:** Identify which subtabs you wish to include in the tab.
- 2. Pin:** Click the pin icon next to any subtab to add it to My Patient Summary.
- 3. Unpin:** To remove an item, click the unpin icon next to the subtab name or from your view within My Patient Summary

Use steps 2 and 3 to create a dashboard made for your workflow.





FLORIDA HIE



CONNECTING Health Data Across Florida



flhie.org



For technical support, contact
877-940-6144



info@flhie.org

The Florida HIE is built on a framework of admission, discharge and transfer notifications with clinical care documents like discharge summaries coming towards the end of 2026, beginning of 2027. You may see some functionality in this guide that reflects components not yet available in the system. Should you ever have any questions or concerns, please reach out to info@flhie.org or your account manager.

Revision History		
Version Number	Date	Summary of Change
1.0	June 2026	Initial Version

