

Healthy Planet Link

Frequently Asked Questions





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What Is Healthy Planet Link (HPL)?

Healthy Planet Link is an extension of EpicCare Link and is Epic's population health solution, used to provide care management tools to community users, outside of AdventHealth hospitals, who want to review clinical and administrative information for their shared patients, such as referring physicians, referred-to physicians, contracted physicians, and physician support staff of organizations that may not use the same EHR platform.

Specifically, Healthy Planet Link helps providers and their support staff to monitor a patient's care, message patient care teams, resolve patient care gaps, leverage dashboards, and use SlicerDicer, Epic's powerful data exploration reporting tool designed for customizable data exploration for large patient populations.

How Is Healthy Planet Link Different From EpicCare Link?

Healthy Planet Link builds on the tools available in EpicCare Link. These two free, web-based tools are available exclusively to the Clinically Integrated Network. HPL provides you with actionable analytics and care management tools to help you review your attributed patients and their individual plan of care. The following tasks related to population health initiatives may be completed in Healthy Planet Link:

- Update the patient's goals, medications, problem list, and allergies
- Document social determinants of health for the patient
- Create and edit the patient's care plan problems, goals, and interventions
- Complete health assessments and screenings for the patient
- Write and sign free-text and template-enabled notes
- Identify and resolve any gaps in patient care

Is Healthy Planet Link An Electronic Health Record (EHR) System?

No, Healthy Planet Link is a web-based population health application that allows users to access patient information that is stored in the AdventHealth Epic EHR system.



Is There A Fee For Using AdventHealth Healthy Planet Link?

AdventHealth offers Healthy Planet Link at no cost for providers affiliated with AdventHealth's CINs or population health insurance contracts.

How Does Healthy Planet Link Work?

Healthy Planet Link provides registered users with secure access to their patient's electronic health record information from AdventHealth.

Why Do I Need Access?

Healthy Planet Link can improve patient care by allowing users to coordinate care with other care team members. HPL includes the patient's plan of care, care team messaging, and the ability to edit allergies, problem lists, medications, social determinants of health, patient care plans, and more.

Access to HPL provides users the ability to resolve patient care gaps, complete assessments, and review quality and HEDIS measures. Users may also view patient satisfaction and utilization information from within the application's dashboards and reporting activities as well as in SlicerDicer.

Is Training Required To Use Healthy Planet Link?

Healthy Planet Link (HPL) does **not** require training. AdventHealth will have quick links within the application to view and download the HPL Quick Start Training Guide, Care Gap Closure Quick Start Guide, FAQ Guide as well as one (1) video that highlights the tool's key functionalities.

Does Healthy Planet Link Replace Access To Cerner For Office Staff Users?

Yes, Healthy Planet Link will be the access utilized by providers and their office staff who may have had access to Cerner previously.



Terms Of User Acknowledgement

Upon initial login to Healthy Planet Link, will I see a Terms of User acknowledgment?

Yes, Healthy Planet Link end-users will need to read the AdventHealth Terms of Use and agree to the outlined conditions before being prompted to access the application.

What Is A Dashboard? How Do I Open A Dashboard?

The **My Dashboards** activity shows data about how well users are meeting certain quality measures and performance metrics. Users can review this data to identify areas they might be struggling with and address the appropriate workflows that could improve them.

To open your primary dashboard, select the **Reporting tab** and click **Dashboards**. To switch to a different dashboard, click the title/header of your current dashboard and select another dashboard from the menu. To open a dashboard that's included in your favorites, click the dashboard under Favorite Dashboards.

For quick access to Quality dashboards and reports, be sure to search for the "Population Health Epicenter" from the Catalog. This dashboard will include various quality dashboards, such as the AdventHealth ACO dashboard, PCF Dashboard and a link to the Member Quality and Utilization Report (MQUR).

What Is The Report Catalog? How Do I Open A Report From The Report Catalog?

Report Catalog allows you to browse for additional content, such as graphs or tables that you can add to your current dashboard, other dashboards, or reports. To access it, click the title/header of your current dashboard and then click **Show Catalog**. Use one or more of the following options to search:

- Filter results by content type. For example, select **Workbench Reports**
- Select from the options displayed or narrow the search by typing keywords in the search field
- To run the report, click on the play button

You can also open a report from a dashboard by hovering over a quality metric name and then selecting the information icon. Next, click the name of the report to run it and view the results. Finally, click the export link to send to an encrypted .xlsx file.

Health Maintenance: How Do I View Open Care Gaps? How Do I Close And/Or Resolve A Care Gap?

The **Care Gaps** activity shows you a list of your patients' care gaps from AdventHealth. You can see the status of each care gap, as well as its due date and when it was last completed. There are several ways to view open care gaps:

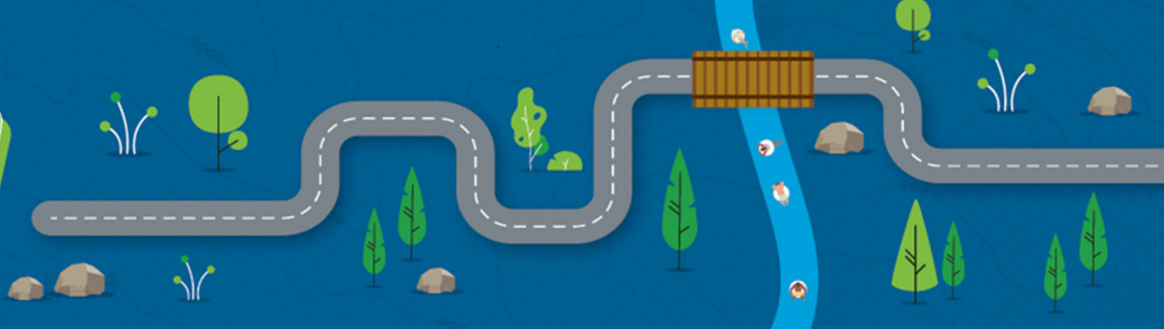
- Select the Care Gaps activity from within the Menu icon on the landing page
- Select the Care Gaps tab from the patient's chart
- Click on the Care Gaps title/header from the patient Storyboard
- Open a dashboard, click on the desired measure, and select the drill-down report link to view patient care gaps

When you complete a care gap, you can indicate that it has been resolved. To resolve a care gap, follow the below workflow:

1. Click the care gap name or alternately, click **Resolve** in the row that corresponds to the care gap
2. Enter the date on which the care gap was resolved
3. Enter a comment if desired
4. Click Add File to attach supporting documentation from your computer
5. Select the file type that matches the supporting documentation (i.e., A1c result = HbA1C)
6. Click Resolve

How Do I Review And Contribute To A Patient's Plan Of Care?

A patient's **Plan of Care** is a multidisciplinary report that describes his or her current conditions and future plan of care. It contains problems, care goals, and interventions in response to those goals, such as future appointments, medications, and recommended care. To access the plan of care, open a patient's chart and click **SnapShot** to view a summary of patient care information. Next, click on the tab to the right of Patient SnapShot, which is the Plan of Care.



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