CliniSync Updates as of 1/17/2024

Thank you for your patience as we continue to refine the process of communication test results via CliniSync. Below are updates and options that your office can use to access results (lab, radiology, ED) in a timely fashion:

Are you experiencing delayed results? Delayed results do <u>not</u> appear to have a universal 'fix'. To address delays, securely [submit a ticket with CliniSync Support](#) with a recent example(s). Submissions should include: patient name, patient DOB, type of result, date of service (current examples are best), how/where you expected to receive the result, indicate whether the example is indicative of others results or a singular event, your name, your role, and your contact information.

Options for accessing patient results:

Community Health Record (CHR) from CliniSync. The CHR is a web application that allows you to access a comprehensive view of your patient's health history and results by combining encounters from various hospitals.

- Check the access status for your practice (last column): [Southwestern Ohio Implementations - CliniSync](#)
- View 9 min You Tube video: [How to use the Community Health Record (CHR)](#)
- [Email Phil Ennen](#) at CliniSync to request access to the CHR portal if desired.

Faxes from Cincinnati Children's. Many practices are temporarily relying on faxes to ensure they are getting patient results during the transition. Please note:

- Faxes are batched and sent every 4 hours (except for stat orders).
- Contact your liaison to turn faxing OFF/ON. No changes to fax communication will be made without your input.

Epic Link 'Event Monitor' Notifications. Set up notifications in Epic Link alert you about patient results of your choosing.

- Notifications can be delivered as a text or email and can be turned off/on as needed.
- Choose from 14 different 'events' including <u>abnormal results</u> only.
- Set up event notifications to receive alerts about <u>your</u> patient results only (recommended for large practices) OR for the entire practice.
- Open [Epic Link Basics — Synapse (cincykidssynapse.com)](#) and then click on 'Monitor your Patients – Event Monitor' for set up instructions.