

RI HIE User Best Practices

Here are some best practices for those with RI HIE user accounts.



Quick Links



Act Quickly

RI HIE Portal invitation emails expire in 72 hours. Watch for an email from: DoNotReply@hMetrix.com



Bookmark the Portal site

This directs you to <https://idp.crisphealth.org/#login> but please bookmark the CurrentCareRI version, so you can see the RI HIE logo and Support contact info



Follow all User Best Practices below



Contact your HIE Admin

to add or remove RI HIE Services from your Portal account. Locate the name(s) of your HIE Admin(s) at the top of the Portal:

The screenshot shows the Rhode Island HIE portal interface. At the top is the 'RHODE ISLAND HIE' logo. Below it is a copyright notice: '© CRISP. All Rights Reserved.' To the right of the copyright notice is a user profile icon and the text 'MY HIE ADMIN(S)'. Below this is a dark blue navigation bar with a white house icon and the word 'HOME'. Below the navigation bar is a white search bar with a magnifying glass icon and the text 'Patient Search'. At the bottom of the search bar are two input fields: 'First Name *' and 'Last Name *'.



Contact Rhode Island HIE Support

with questions or concerns: [866-957-4254](tel:866-957-4254) or Support@RIHIE.org



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Confidentiality

When using RI HIE, you must follow all state and federal rules to keep patient health information private and secure, including:



HIPAA



[Rhode Island Health Information Act of 2008](#)

All users agree to follow RI HIE's Participant Terms of Access and RI HIE policies as a condition of receiving authorized access to RI HIE. This is to ensure that patient information will remain confidential through its use.

Misuse of RI HIE includes accessing or viewing information on **yourself or anyone with whom no clinical relationship or need to know exists** – i.e., relative (including children under 18 years old), spouse, significant other, co-worker, friend, neighbor, etc.

RI HIE User DOs and DON'Ts :

DON'T



- Share your login credentials or use anyone else's.
- Leave your computer unattended while logged in.
- Access your own record.
- Access information for patients that you do not have a work-related need to view.
- Disclose confidential information unless absolutely required for your job.

DO



- Comply with all RI HIE policies about confidentiality and login credentials.
- Immediately report any suspected compromise of your login credentials.
- Understand you are fully responsible for all actions taken under your login.
- Be aware that your system usage is routinely monitored for compliance.
- **Comply with HIPAA:** treat all RI HIE data as confidential, even after your employment ends.