Northern Light Health

From the Office of Clinical Informatics

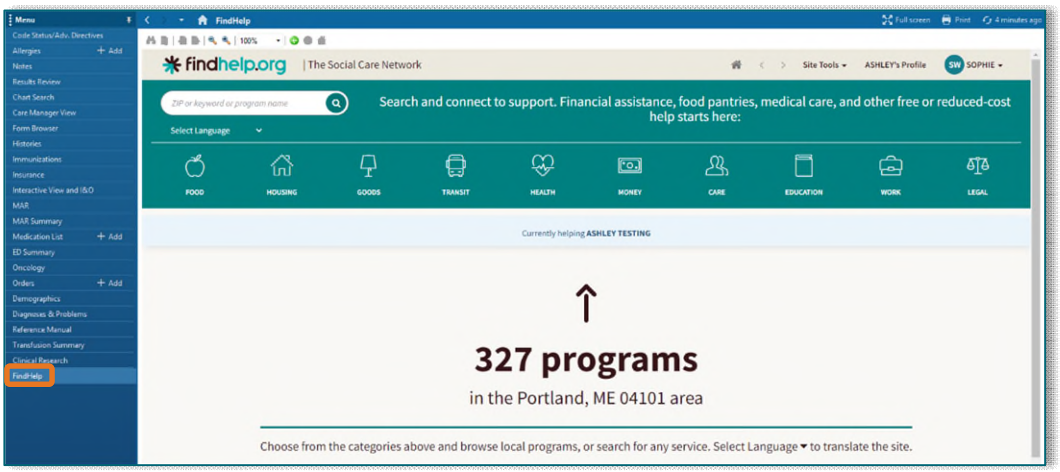
Northern Light Findhelp
Cerner User

September 13, 2022

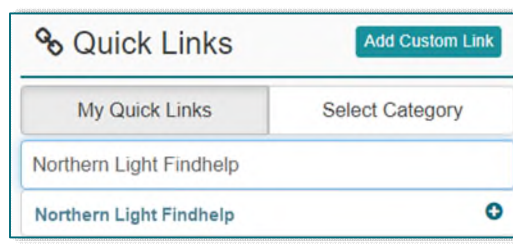
Northern Light Findhelp is a service-based platform, embedded within Cerner, used to address social determinants of health in our communities. The tool connects patients with free or reduced-cost programs from local partners and national support services. Resources have been vetted and confirmed to meet the needs of our patient population.

Accessing Northern Light Findhelp

➢ **PowerChart & FirstNet**: Within the patient's chart, navigate to the **Findhelp** section in the Table of Contents to utilize the platform.



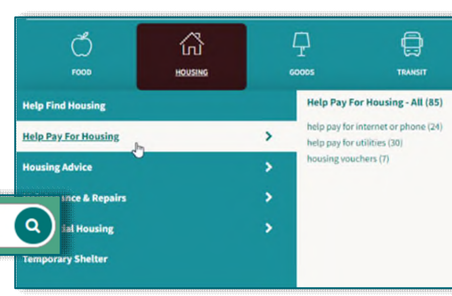
➢ To access the staff site, add **Northern Light Findhelp** as a **Quick Link** by searching Northern Light Findhelp.

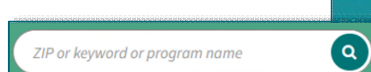


Browse for Programs

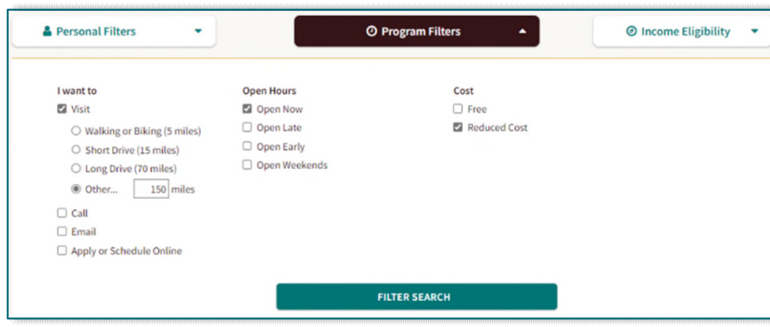
STEP 1: Browse for programs in a specific category by hovering over the category name. Select a program type to display a list of programs for the selected category.

- The local programs are based on the patient's demographic information.
- To change the program search area, change the zip code within the search box.
- To locate specific programs, enter a keyword or program name in the search box.





- Further refine search results by applying **Personal Filters**, **Program Filters**, or **Income Eligibility**, then select **Filter Search**.



<u>NOTE</u>: **Multiple filters may be applied by selecting the check box next to the desired filters.**

<u>STEP 2</u>: By default, search results will be sorted by **Best Match** or **Relevance**, depending on the search type.

- To view programs in closer proximity to the patient's zip code, change the sort type to **Closest**.

<u>Program Cards</u>

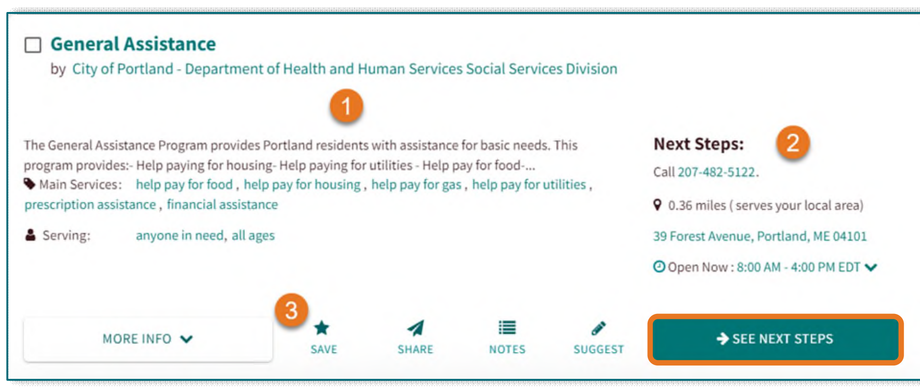
Program cards are comprised of **three primary sections** that display various program information.

➢ **1: Program Details**: Includes program name, brief description, and serving population information.

- NLH program partners are indicated with a **Featured** icon.

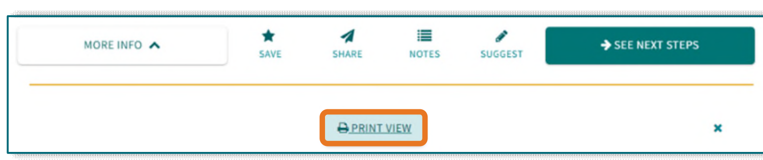
➢ **2: Next Steps**: Includes geographic information, location hours, and a blue **connect** button.

- Depending on the program, the connect button verbiage will vary.
- Select the **connect** button to view referral options.



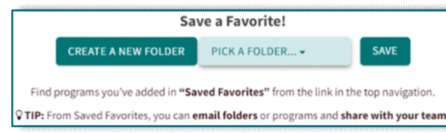
➢ **3: Activity Buttons**:

- **More Info**: Displays additional program information such as eligibility, additional locations, printing options, and more.
  - To print program information, select the **Print View** button.
    - Select the **Print** button at the top of the page, confirm printer settings, and select **Print**.



- **Print in Different Language**: Program information can be printed in over 100 different languages.
    - On the **Print View** page, use the **Select Language** menu to select the desired language, select the change language button, then select **Print**.

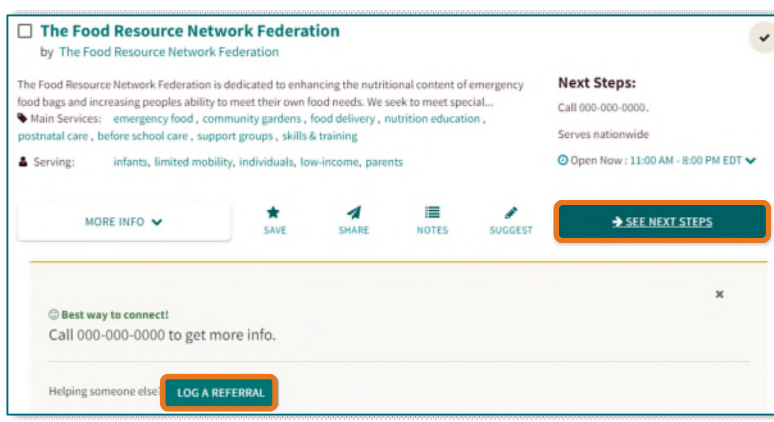
- **Save**: Add programs to a **favorite folder** by selecting a previously created folder destination or **Create a New Folder**.



- **Share**: Share program information with other members of the care team.
- **Notes**: Make notes about programs for personal use or to be shared with others. All notes will be saved to the Program Card for future review.
    - Select **Save as a Note for myself** to keep the note private or select **Share with** to share notes with other members in the NLH Organization.
- **Suggest**: If program information has changed, such as a phone number, suggest a change to be verified with the program.

➢ To save, email, or print multiple Program Cards at once, check the box on the cards, then click the **Selected** button.

<u>Program Card Referral</u>



<u>STEP 1</u>: From the Program Card, select the connect button under the **Next Steps** section, and select **Log a Referral**.

<u>NOTE</u>: **Only Program Cards with a "Refer" connect button will send a referral directly to the program. Referrals that will be sent to the patient only will be indicated within the form.**

<u>STEP 2</u>: Documented patient demographics will automatically be entered into the form.

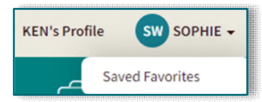
- Indicate the best method of contact as **email** or **text** to send referral information to the patient.

<u>STEP 3</u>: Select **Submit** to complete the referral.

- Once submitted, the referral will be saved to the patient's profile.
- If the referral is sent via email, the patient can indicate the status of the referral directly from the email message.

Favorite Folders

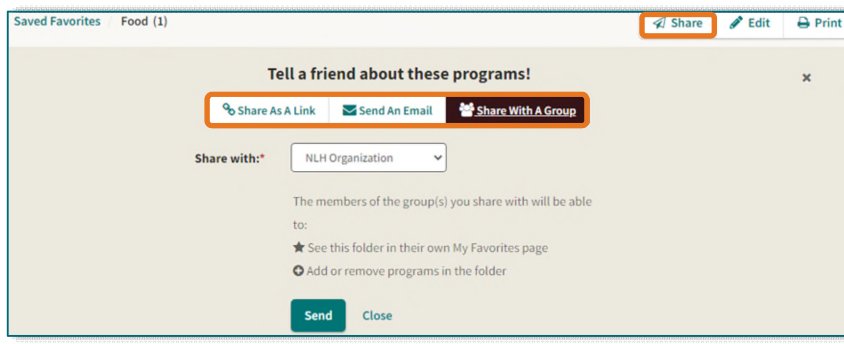
Favorite folders allow users to create curated and customizable resource lists that can be referenced or shared.



➢ **Accessing Favorite Folders**: From the **My Account** menu, select **Saved Favorites**.
- Personal folders will be located under the **Personal Folders**. Folders that you have shared or that have been shared with you will be located under **Shared Folders**.

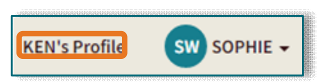
➢ **Share Favorite Folders**: Folders can be shared to collaborate with the care team. Begin by selecting the **Share** button within the favorite folder.

- **Share As A Link**: Select to generate a public link for the favorite. The link opens to a read-only version of the folder, in which users may filter programs by zip code.
- **Send An Email**: Send folder information via email.
- **Share With a Group**: Select to share the folder with other members in the NLH Organization.



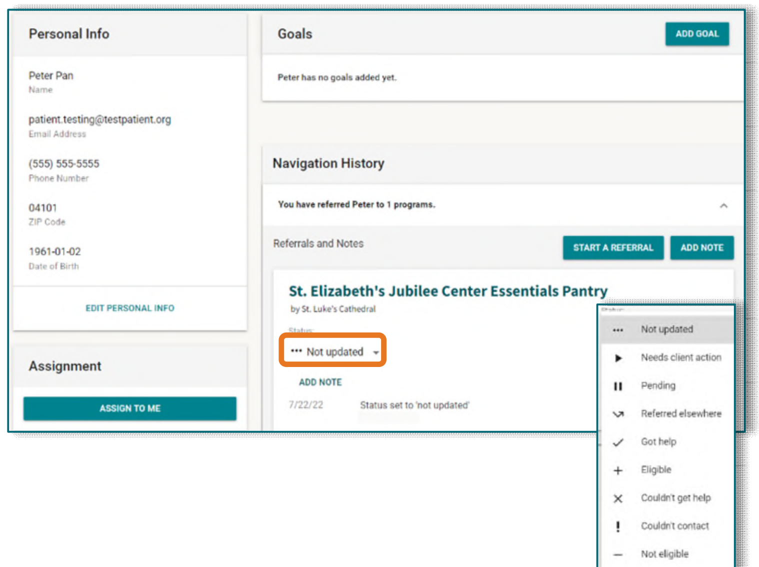
NOTE: **When sharing a favorite folder with a group, every user in the group will have equal access to the folder to add or remove programs.**

Patient Profile



STEP 1: Navigate to the patient's profile at the top of the page.

STEP 2: From the patient's profile, users can add goals and notes, start a referral, update the status of a referral, assign the patient, and more.



<u>STEP 3</u>: Make a referral by selecting **Start a Referral** in the patient profile.

- A search will automatically be conducted based on the patient's zip code.
- If a referral is created, demographics from the patient's profile will automatically populate to the form.

<u>STEP 4</u>: To return to the patient's profile, select the patient's name at the top of the screen.

<u>Suggest a Program</u>

<u>STEP 1</u>: Navigate to the bottom of the screen and select **Suggest Program**.

<u>STEP 2</u>: To ensure the program is not already listed on Findhelp, enter the program information to search for the program.

- If suggesting more than ten programs, select the **Do you have more than 10 programs to suggest?** hyperlink.

<u>STEP 3</u>: If the organization is not currently listed, add additional information about the program.

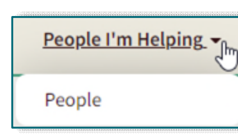
- Enter your **NLH** email address to receive notifications regarding the program suggestion.

<u>STEP 4</u>: Select **Suggest Program** at the bottom of the screen to submit for review.

<u>NOTE</u>: **Program suggestions must be a direct social service *<u>and</u>* offer services at a free or reduced cost.**

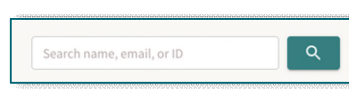
<u>People I'm Helping</u>

The People I'm Helping dashboard allows users to keep track of <u>all</u> previously helped patients to facilitate further navigation.



<u>NOTE</u>: **The People I'm Helping dashboard is only accessible via the Northern Light Findhelp Staff Site. When navigating the Findhelp platform within Cerner, users will only be able to view the patient profile of the chart currently open.**

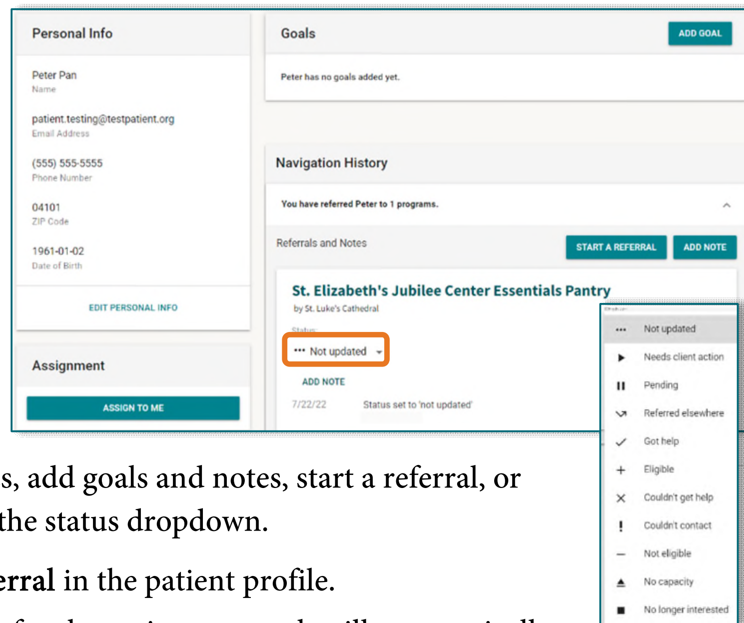
<u>STEP 1</u>: Navigate to the **People I'm Helping** menu and select **People**.



<u>STEP 2</u>: Enter the patient's name, MRN, or date of birth to search for a specific patient.

- Filters may be applied to further concentrate search results.

- Columns can be sorted by selecting on the column name.



<u>STEP 3</u>: Select the **Summary** to display the profile summary on the right of the screen. In the summary view, users can quickly update referral status or add a note.

<u>STEP 4</u>: To view the entire patient profile, select **View Profile**.

- From the patient's profile, users can update the patient demographics, add goals and notes, start a referral, or update the status of a referral using the status dropdown.

<u>STEP 5</u>: Make a referral by selecting **Start a Referral** in the patient profile.

- If there is a recorded zip code on file for the patient, a search will automatically be conducted based on the patient's zip code.
- A banner will display to indicate navigation for the specific patient.

- If a referral is created, demographics from the patient's profile will automatically populate to the form.

<u>STEP 6</u>: To return to the patient's profile, select the patient's profile at the top of the screen.

<u>STEP 7</u>: Select **End Session** to return to the **People I'm Helping** dashboard.