

## MIDIGATE Frequently Asked Questions

Below are some common questions we have received about the MIDIGATE® (Medical Information Direct Gateway) service.

If you have a question that is not listed below or need **immediate** assistance, feel free to contact us directly via [help@mihin.org](mailto:help@mihin.org).

### What is MIDIGATE?

MIDIGATE collects many shared services available through the statewide network in one convenient, affordable location. MIDIGATE offers one consistent solution to help coordinate care across systems.

With MIDIGATE you can:

- View and manage shared information for your patients
- Quickly view all providers currently caring for your patient along with their contact information
- Declare patient relationships so you can see updates about those patients
- Safely send secure messages to members of a patient's care team, keeping everyone updated on a patient's care and healthcare changes. (Learn more about secure Directo messaging here [add link])
- Align and compare Admission, Discharge Transfer (ADT) Notifications with Medication Reconciliation messages

Each of these services are collected together in a centralized tool or app, with easy-to-manage tabs. You can learn more [here](#).

### How will MIDIGATE benefit me and/or my organization?

MIDIGATE gives you a consistent view of your patient's electronic health information, **regardless of which electronic health record (EHR) system you're using.**

Healthcare providers and managing organizations use MIDIGATE to access and integrate data about their patients into existing workflow processes.

The tools available through MIDIGATE ensure that electronic health information is more accurate and complete and improves care coordination amongst members of the care team.

Practices can use MIDIGATE to:

- Directly manage how they want to receive information
- Decide who they want to receive information for
- Securely communicate information to care team members via Directo, MiHIN's secure messaging service

You can learn more about MIDIGATE's value for your organization [here](#).

## What types of information can be viewed through MIDIGATE?

MIDIGATE's tools are offered in a series of modules, including:

- **File Submission:** Lets you upload [Active Care Relationship Service® \(ACRS®\)](#) files directly to MiHIN
- **Manage ACRS:** Lets you view your organization's active care relationships, and add/delete relationships for specific patients instead of uploading entire patient rosters
- **TOC (Transition of Care) Viewer:** Lets you view TOC messages that are sent through the statewide health information network when patients move to new care settings, to help improve care coordination for your patients. Examples of TOC messages include Admission, Discharge, Transfer (ADT) notifications and Medication Reconciliation messages.
- **Quality Measure Dashboard:** Lets you see performance displays for your practices, providers, and organizations on quality measures submitted for the Promoting Interoperability program (formerly Meaningful Use).
- **Diretto Inbox:** Diretto is a Michigan-based solution to manage Direct Secure Messages, a secure email designed specifically to help share protected health information safely. Your Diretto inbox on MIDIGATE lets you manage your secure messages while accessing your other MIDIGATE tools.

If you have further questions about MIDIGATE's modules, you can visit [this webpage](#), or review the [User Guide](#). If you would like a demonstration of MIDIGATE, you can contact [maureen.john@mihin.org](mailto:maureen.john@mihin.org) or reach out to us at [help@mihin.org](mailto:help@mihin.org).

### What does the File Submission module do?

The File Upload module lets you “drag-and-drop” Active Care Relationship Service (ACRS) files directly from your computer to the health information network. After each upload you will receive immediate feedback on the status of the submission and file validity in the MIDIGATE user interface.

ACRS files are used by healthcare professionals to declare relationships with patients, to ensure they receive copies of any messages about those patients that route through the health information network.

More information on how to complete this task is available via the [User Guide](#).

### What does the Manage ACRS module do?

The Active Care Relationship Service® (ACRS®) helps you declare relationships between healthcare professionals, healthcare organizations and patients so providers are “tagged” to receive information about their specific patients. Active care relationships tell the statewide health information network which providers are associated with a patient (the patient's “care

team”) and how to route electronic information to those providers to help improve care coordination for the patient.

The Manage ACRS module can be used to add and remove these active care relationships. With this module you can also view:

- The hierarchy of active care relationships within your network
- All active care relationships within your own hierarchy to which you have access
- Active care relationships associated with a specific practice
- Active care relationships with a specific provider

More information on how to complete these tasks is available via the [User Guide](#).

### **What does the TOC (Transition of Care) Viewer do?**

The TOC Viewer is one of the most powerful new coordination tools included with the MIDIGATE service. The TOC Viewer displays Admission, Discharge, Transfer (ADT) Notifications for all of your patients, *in an easily readable format*, and matches those ADT Notifications with any Medication Reconciliation information for those patients, to provide a clear picture about what occurred at each visit and the outcome of that visit.

The TOC Viewer allows filtering by message type, patient name, facility, date ranges, and more. You can mark messages as read to filter them out of the queue so more important messages stay at the top of your radar.

You can learn more about this module and others in the [User Guide](#).

### **What does the Quality Measure Dashboard do?**

Reporting certain clinical quality measures is a requirement for Promoting Interoperability (formerly Meaningful Use) for both Medicaid and Medicare EHR (electronic health record) incentive programs.

The Quality Measure Information (QMI) dashboard allows users to identify areas for practice improvement and to define corrective actions based on the quality measures that they have submitted.

The Quality Dashboard allows you to:

- **View Your Organization’s Provider Performance Per Measure:** This view displays organizations, the National Provider Identifiers (NPIs) of providers who practice within those organizations, the measurement codes, and a color-coded block to indicate where each provider’s performance stands for that specific measure.
  - Hovering over the color-coded block shows more measurement information (e.g. category, achievement, numerator, denominator, and denominator exception/exclusions)

- **View drilldowns using the tabs at the top of the screen:**
  - Organization Provider Performance Grid
  - Inter-Clinic Performance Grid
  - Intra-Clinic Provider Performance Grid
  - Provider Performance by Measurement
  - Quality Measure Drilldown
  - Measure Performance Drilldown
  - Organization Performance Drilldown
  - eMeasure Practice View
  - Provider Performance by Payer

### **What does the Diretto Inbox tab do?**

Diretto is MiHIN's version of Direct Secure Messaging - a secure, safe, and accurate way to communicate and share healthcare information inexpensively between members of its statewide healthcare community. Think of Diretto like a protected email, so information that normally would not be shared via an email can be safely exchanged.

For example, with Diretto you can share a patient's health information without any concerns that you are putting their information at risk or impacting HIPAA (Health Insurance Portability and Accountability Act).

Diretto is accredited through the Health Information Trust Alliance (HITRUST), the Electronic Healthcare Network Accreditation Commission's Cloud-Enabled Accreditation Program (EHNAC CEAP) and Direct Trusted Agent Accreditation Program (EHNAC DTAAP), and through DirectTrust.

You can learn more about Diretto [here](#).

### **Can I see a demonstration of MIDIGATE?**

Yes! Demos can be given to an individual or a group and are typically done remotely so you can view MIDIGATE's abilities from the comfort of your own office. If you would like to have a demonstration of MIDIGATE to see each module and how it can specifically help you or your organization, please reach out to [maureen.john@mihin.org](mailto:maureen.john@mihin.org) to schedule a time.

### **Are there any maintenance fees for MIDIGATE?**

Maintenance fees are included in your annual costs. If you have any questions or would like more information about costs, please feel free to contact [maureen.john@mihin.org](mailto:maureen.john@mihin.org) or [help@mihin.org](mailto:help@mihin.org).

## **How do I get access to MIDIGATE?**

To access the services available through MIDIGATE, you first need to register with the statewide Health Directory. This section describes registration steps for first-time users, and then login instructions for ongoing access.

Once you have confirmed your participation in MIDIGATE with a MiHIN representative, including specifying primary user(s) for your account with permissions, and confirming organization information, we will activate user accounts for your organization and your user(s) can begin the registration process.

New users will receive a welcome email from Salesforce (the Health Directory platform).

To obtain access to MIDIGATE or get more information, you or your organization can go to <https://mihin.org/requesthelp/> or send an email to [help@mihin.org](mailto:help@mihin.org) for more information.

## **Is MIDIGATE compatible with all browsers?**

MIDIGATE is compatible with Chrome, Firefox, Safari, Internet Explorer, and Microsoft Edge. If for some reason, MIDIGATE is not working within one of these browsers, it may be because of the browser's setting disabling third party cookies. To enable third party cookies, please see Appendix B in the [MIDIGATE User Guide](#) for steps on how to enable this setting within your browser.

## **What legal measures need to be in place to participate with MIDIGATE?**

In order to access MIDIGATE, your organization must sign and agree to our Terms of Service, the Health Provider Directory Use Case Exhibit (UCE), Active Care Relationship Service® (ACRS®) UCE, Admission, Discharge, Transfer (ADT) Notifications UCE, Discharge Medication Reconciliation UCE, and Quality Measure Information (QMI) UCE.

Once your organization has signed these agreements, you may log in to start using MIDIGATE.

NOTE: If you are identified as your organization's administrator, you will be asked to acknowledge during sign-in that you understand your organization has signed and agreed to those use cases along with MiHIN's Terms of Service.

## **How much will MIDIGATE cost me/my organization?**

The price for MIDIGATE access varies by organization based on needs. For pricing information please reach out to [maureen.john@mihin.org](mailto:maureen.john@mihin.org) or [help@mihin.org](mailto:help@mihin.org).

## **How is MIDIGATE different from any other health systems or portals?**

MiHIN's MIDIGATE service is different from all the other health systems or portals because it is connected directly to the statewide health information network and can reflect (in real-time!) the information exchanged by participating organizations across the state.

MIDIGATE is able to integrate with systems you may already be using to enhance and supplement the pre-existing system (for example, an EHR vendor interface) with additional information you may be missing.

MIDIGATE can also serve as a standalone interface for users who may not have a pre-existing system in place!

For more information or for examples and more details on what MIDIGATE can do for you or your organization please, visit our MIDIGATE page [here](#).

### **What can I expect from MIDIGATE in the future?**

Over the next few years, MiHIN will be continuously adding new features to MIDIGATE and enhancing the current features based on user feedback. We envision this as a continuous process adapting to the needs (and changes in technology) based on the users (like you!).

If you have any recommendations for MIDIGATE, please contact us at [help@mihin.org](mailto:help@mihin.org).

### **How can I provide feedback on MIDIGATE?**

If you are using MIDIGATE and are currently experiencing issues or would like to provide feedback on things you would like to see improved on or added, please contact us through [help@mihin.org](mailto:help@mihin.org).