

MiHIN Referrals Upgrade FAQ

General

- **What is MiHIN Referrals and why is it upgrading?**

MiHIN Referrals, what you may know as HOLON or GLHC or ReferralsPlus, is a state-wide platform used by healthcare professionals to manage referrals.

It's upgrading to a new platform on July 17th, 2024, to offer a better user experience and allow for future updates.

- **What is changing?**

MiHIN Referrals will now have the ability to work in the background of an EHR, using patented technology to automatically populate data from the patient chart into the referral form.

MiHIN Referrals has in-app user support.

New User accounts may not be provisioned by an internal admin and will need to be requested via referrals@mihin.org.

Each MiHIN Referrals user will require an email address.

Upgrade Process

- **What do I need to do for the upgrade launch on July 17th?**

1. **Complete Holon's Practice Planner** to configure your MiHIN Referrals experience: return the planner to referrals@mihin.org in order for each of your users to receive their login credentials (email address and temporary password.) THIS IS A MULTI-TABBED EXCEL DOCUMENT. EACH TAB MUST BE FILLED OUT COMPLETELY.
2. **Export your Referrals data:** This includes both historical and active referrals and patient demographics.
 - We suggest you do this as close to July 17th as you can.
 - You must export all of your referrals data (historical and active) before you uninstall v6. Once v7 is installed, you will not have access to any v6 data.
 - We highly recommend exporting all of your historical referrals data for record keeping, as well as all of your active referral data (**those in Pending, Accepted, or Scheduled status**) so that you can re-enter any referrals that were sent by your organization in the new MiHIN Referrals app.

- You will need all active referral data for manual re-entry for those referrals you have sent.
 - This data will not be transferred into the new platform, so exporting it is crucial.
3. **July 17th: Uninstall the ReferralsPlus platform:** This needs to be done before installing the new Referrals platform. They cannot run concurrently.
 4. **July 17th: Download and install the new MiHIN Referrals app:** using this guide: <https://mihin.org/wp-content/uploads/2024/06/Holon-Installation-Guide.pdf>
 5. **Login to the new system:** Use the login credentials (email address and temporary password) sent to you and follow the Holon App Installation Guide for first-time login: <https://mihin.org/wp-content/uploads/2024/06/Holon-Installation-Guide.pdf>
 6. **Re-work Active referrals:** Those in Pending, Accepted, or Scheduled status must be re-initiated by SENDERS in the new platform, and re-worked on the receiving end.
- **How do I export my ReferralsPlus data? This information can also be found here:** <https://mihin.org/wp-content/uploads/2024/06/MiHIN-Referrals-Upgrade-User-Guide.pdf>
 1. Go to the "Export/Download" function in the Referrals Worklist section.
 2. Choose a worklist with less than 9,999 referrals at a time.
 3. Select a folder to save the downloaded file (ensure it's secure as it contains PHI).
 4. Name the file with a .csv extension and save it.
 5. Open the downloaded .csv file in a program like Microsoft Excel.
 6. Verify that the exported data contains everything you need before uninstalling ReferralsPlus.

How do I uninstall the ReferralsPlus platform?

Follow the standard uninstallation process for your device to remove the ReferralsPlus platform entirely. Coordinating the steps of the uninstall and install with your IT Admin before the 17th is key. Please note that the ReferralsPlus platform will need to be uninstalled prior to installing the new Referrals platform. **The two platforms cannot be used concurrently.**

Data and User Management

- **What about my existing referrals and data?**
 - We highly recommend exporting all your historical referrals data for record keeping, as well as all of your active referral data (those in Pending, Accepted, or Scheduled status) so that you can re-enter any referrals that were sent by your organization in the new MiHIN Referrals app. You will need all active referral data for manual re-entry for those referrals you have sent.
- **I completed the Practice Planner. What's next?**
 - Make sure all your users have received their login credentials (email address and temporary password.)
 - If you haven't already, discuss the uninstall and install process with your IT expert to choreograph go live on July 17th.
- **How do I log in to MiHIN Referrals?**
 - Use the login credentials received by email. If you have not received login credentials, it may be because your Practice Planner was not completed and returned.
- **How do I use MiHIN Referrals?**
 - The MiHIN Referrals platform is user-friendly and works in much the same way as your current ReferralsPlus. You can consult the [MiHIN Referrals User Guide](#) for a more detailed explanation of its functionalities.
- **Who can I contact for help?**
 - For technical issues or to request new user accounts for your practice, reach out referrals@mihin.org.
 - To book a one-on-one appointment click [here](#)