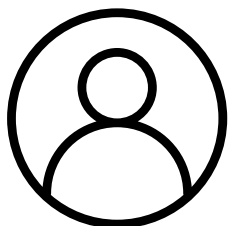




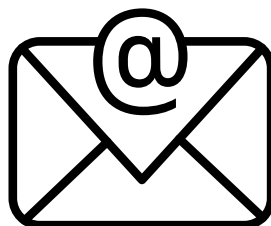
DO YOU NEED A USER ACCOUNT FOR THE COLLECTIVE PLATFORM?

IF YOU ARE AN INDIVIDUAL WHO NEEDS A COLLECTIVE PLATFORM USER ACCOUNT AND YOUR ORGANIZATION ALREADY HAS ACCESS, FOLLOW THIS GUIDE TO GET STARTED.



1

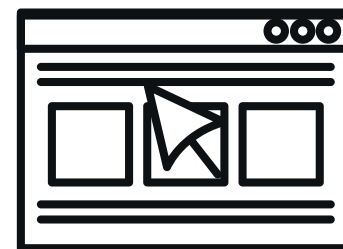
CHECK WITH SUPERVISOR



2

EMAIL THE COLLECTIVE MEDICAL SUPPORT TEAM

**SUPPORT@
COLLECTIVEMEDICAL.COM**



3

EXPLORE RESOURCES TO BECOME FAMILIAR WITH COLLECTIVE PLATFORM.

IN PARTNERSHIP WITH

OREGON HEALTH
LEADERSHIP COUNCIL

Oregon
Health
Authority



STEP 1 AND STEP 2: SUPERVISOR AND SUPPORT

Step 1: Check in with Supervisor



Before contacting Collective Medical, reach out to your supervisor to ensure that access to the Collective Platform is appropriate for your job role and to understand your organization's process for establishing user accounts.

***It is best practice to CC your supervisor on the initial email to Collective Medical. Collective Medical always reaches out for approval for new user accounts. CC'ing your supervisor helps to streamline this process.**

Step 2: Email Collective Medical Support Team

Once you've checked in with your supervisor, email* Collective Medical's Support Team.

SAMPLE EMAIL TEMPLATE

Address: support@collectivemedical.com

CC: your supervisor*

Subject: Request for Collective Platform Access

Message Body:

Support Team,

My name is [Name] and I work at [Organization/Clinic Name], an organization that is already using the Collective Platform. I am [starting a new role, taking over for [name], new to the company, etc./other] and need a user account.

Please be in touch with the next steps.



STEP 3: EXPLORE COLLECTIVE COMMUNITY AND HIT COMMONS RESOURCES TO BECOME FAMILIAR WITH THE COLLECTIVE PLATFORM

Collective Community ("Help" section)

- Once you have a Collective Platform user account, the Collective Community is available directly from the Help page.
- While you wait for your user account, you can request an account for Collective Community at:
 - <https://community.collectivemedical.com/>
 - Until you have your user account, you won't have access to PHI—just webinars, materials and other helpful resources to get you started.
- Within the Collective Community, there's a section specifically for Oregon Resources:
 - <https://community.collectivemedical.com/tag/oregon-resources>
- Other resources on Collective Community
 - [Collective Platform for Beginners](#)

WHILE YOU WAIT FOR YOUR USER ACCOUNT, HERE ARE SOME USEFUL RESOURCES TO HELP GET YOU STARTED (LINKS PROVIDED).

HIT Commons Resources

- [HIT Commons website](#)
- [General Resources](#)
 - [Getting Started with Collective Platform-an Implementation Guide for Clinics](#)
 - [Sharing Information on the Collective Platform: A Resource Guide for Users](#)
- [Webinars and Best Practices](#)
 - [Overview of Resource Guides](#)



TERMINOLOGY

Collective Medical: vendor of the Collective Platform and EDIE. Collective Medical is a Salt Lake City-based company that operates the largest real-time care collaboration network in the United States which connects hospitals, emergency departments, skilled nursing facilities, primary care providers, mental and behavioral health clinics, and others to improve patient outcomes by closing the communication gaps that undermine patient care. The Collective Platform assists healthcare organizations and payers to identify at-risk and complex patients and facilitate actionable collaboration to make better care decisions.

Collective Platform: The Collective Platform (formerly known as PreManage) is a web-based platform with two applications. EDIE is the first application. The other application, often generally referred to as the Collective Platform or Collective Ambulatory, is the second application which is used in non-hospital facility types including primary care clinics, behavioral health organizations, CCOs, health plans, and others. Users can only see information on a patient with whom they have an established HIPAA-TPO relationship. This relationship is identified through an eligibility file provided by each organization to the Collective Platform. This information provides the ability to rapidly identify at risk patients or members and support them in getting the right care through improved care coordination.

EDIE: Emergency Department Information Exchange. EDIE is one of two applications of the Collective Platform, provided through Collective Medical. EDIE provides hospital facilities key care summaries for patients with high utilization of emergency department services and/or who have been identified to have complex care needs with care guidelines. EDIE queries for hospitals to see if a patient is in the system and meets criteria for a notification. The goal is to reduce unnecessary hospital services and improve outcomes.

OHA, OHLC, and HIT Commons manage the EDIE Utility in Oregon which leverages the Collective Platform.

If you have any other questions or need more information please reach out to:

Collective Medical Support Team
support@collectivemedical.com

HIT Commons
HITInfo@hitcommons.org