

iNYP Frequently Asked Questions

What is iNYP?

iNYP is a web-based clinical data review and summarization application. iNYP can be accessed directly at

<http://inyp.nyp.org>

from any modern browser on a desktop, tablet or a mobile device. It can also be accessed within a tab and with single sign on in

NYP Hospital's Weill-Cornell campus Allscripts SCM,
NYP Hospital's Columbia University Allscripts SCM,
NYP Queens' Allscripts SCM, and
Columbia University's CROWN.

What can I do in iNYP?

Here is a summary of functions supported in iNYP:

- Intuitive display of clinical reports and results from diverse sources in reverse chronological order
- Display of patient's medical record numbers from institutions within NYP Hospital, NYP Regional Hospital Network, NYP Physicians Services, Columbia Doctors, and Weill Cornell Medical Associates
- Management of personal patient lists for users, management of service focused patient lists
- Display of Care management documents (as part of ACO, and others)
- Patient enrollment to mynyp.org patient portal to initiate patient access to their clinical data
- Summarization of Laboratory panel displays, graphing
- Patient problem summarization in a timeline, with search of NLP-parsed terms, and smart display of notes for NYP/CU (Milstein, Allen, MSCHONY) and NYP/WC (Weill Cornell, Westchester, Lower Manhattan) patients
- Search across a patient's all records (other than images and PDFs)
- Disease and service dashboards with smart tiles with tabular and graphical data display for NYP/CU patient data
- Display of Care teams and Immunizations

What data is available in iNYP?

iNYP's database has been operational in NYP Hospital's Cornell campus for over 10 years and in Columbia campus for over 20 years. Accordingly, it has a large amount of clinical data from both active and inactive clinical systems. Here is a summary of clinical data that are currently available in iNYP (June 2018):

NYP/Weill Cornell:

Inpatient notes, Operative reports, Discharge summaries, Medication Administration information, etc. from SCM;

Demographics, Diagnoses, Visits, Procedures, Insurance from Eagle registration system

Laboratory, Radiology, Pathology, Cardiology, etc. from Ancillary systems
EKG images, links to PACS
Historic clinical data

NYP/Columbia:

Inpatient notes, Operative reports, Discharge summaries, Medication Administration information, etc. from SCM
Demographics, Diagnoses, Visits, Procedures, Insurance from Eagle registration system
Laboratory, Radiology, Pathology, Cardiology, Pharmacy, etc. from Ancillary systems
EKG images with links to PACS
Historic clinical data

NYP/Queens

Laboratory, Pathology, PFT, Radiology, Cardiology from Ancillary systems
Inpatient notes SCM

NYP/Lawrence from

Inpatient notes from Meditech
Pathology, Radiation Oncology, Radiology and Neurology reports from other Ancillary systems.

NYP/Brooklyn Methodist

Inpatient notes from Cerner Millennium

NYP/Gracie Square

Inpatient notes from Cerner Community Works
Radiology Reports from Ancillary system

NYP Medical Group:

Outpatient notes, allergies and problem list from Athena for Hudson Valley
Outpatient notes, allergies and problem list from Athena for Westchester (Lawrence)
Outpatient notes, allergies and problem list from Athena for Brooklyn (Methodist)
Outpatient notes, allergies and problem list from Athena for Queens (Queens)
Outpatient notes, allergies and problem list from Athena for North Star (Westchester)

Columbia University:

Clinical Trials participation
Care management documents
Crown notes (*except scanned, confidential and genetic notes*)

Cornell University:

Clinical Trials participation
Care management documents

Healthix Health Information Exchange:

A Health Care document representing clinical data from other Hospitals in New York City in Healthix (if patient has given consent). See <https://healthix.org> for additional information.

Skeet group:

Old medical chart from NYU for the patients in the Skeet group in Hudson Valley

We are actively adding other data.

How do I get access to iNYP?

If you are a credentialed health care provider in NYP Hospital and Columbia University, you automatically get access to iNYP when you get access to the NYP Hospital or Columbia University EHR. Use your CWID and password for SCM or CROWN to access iNYP. Otherwise, a request for access must be made using the electronic Service Access Form (eSAF) at the NYP IT Service Desk. If your Manager has access to NYP Service Desk application, Service Now, he/she can enter a request for you at <https://nypres.service-now.com/nyp-portal/catalog-category-clinical.do>. Please contact the Service Desk (212-746-4357) for additional help.

I am a care provider in NYP Regional Hospital, how do I get access to iNYP?

We are currently rolling out access to iNYP in Regional Hospitals. Please contact your local IT group for the timeline of roll out and the process to request iNYP access. For a credentialed care provider, access is automatically provided if a list of credentialed providers is provided to NYP IT Security group on regular intervals. In general, physicians of NYP/Queens, NYP/Lawrence and Gracie Square have access to iNYP. For help with password related issues (forgotten password, etc.), please contact the NYP IT Service Desk (212-746-4357).

I have access to Allscripts and/or CROWN but when I select the iNYP tab I get an error message indicating that I am not recognized in the system. Why?

The message indicates that you are not an authorized user of iNYP and a request for access must be made using the electronic Service Access Form (eSAF) at the NYP IT Service Desk (212-746-4357). If your Manager has access to Service Desk application, Service Now, he/she can enter a request for you at <https://nypres.service-now.com/nyp-portal/catalog-category-clinical.do>. Please contact the Service Desk for additional help.

How do I search for a patient?

Type in the MRN or Name (at least 2 letters) in the *(patient) search box* at top right, and click *Search*. Or, click *Patient List* in top menu bar, followed by *Search*.

I have a patient who seems to have two MRNs, is there a way to have these MRNs linked.

Yes, please contact the Service Desk at 212-746-4357 and ask that they open an incident ticket with the Health Information Management team so the patients MRN can be merged in the Enterprise Master Patient Index (EMPI). Prior to completing the merge the HIM team will investigate to ensure that the MRNs belong to the same patient. Please note that merges cannot happen during an inpatient stay.

Is there a way for me to configure iNYP to initially display patient and data types that I find most useful?

Use the [My Profile](#) tab to configure which list is shown on sign in as well as the data you would like to see first. You can also set the search function to only search patients from the hospital that you specify.

When I enter a MRN to search I get a list of patients that are not my patient. Why?

iNYP is a cross campus application that performs the patient search against the NYP Enterprise Master Patient Index system which has different .set of medical record numbers representing different Electronic Medical Record systems in our enterprise. The specified MRN matches fully or partially with a set of numbers representing the listed patients.

How can I search for a patient so that only the patient with the specified MRN for my facility appears?

After you type an MRN, you can put a space and a letter combination representing the facility:

- P** (for NYP/CUMC - Hospital, Columbia campus),
- A** (for NYP/WCMC - Hospital, Weill Cornell campus),
- C** (for NYP/WD - Hospital, Westchester campus),
- E** (for NYP/Q – Hospital, Queens),
- Q** (for NYP/LM – Hospital, Lower Manhattan Hospital),
- M** (for NYP/M – Hospital, Brooklyn Methodist Hospital),
- H** (for NYP/HV – Hospital, Hudson Valley)
- Q** (for NYP/L – Hospital, Lawrence Hospital),
- G** (for Gracie Square),
- AH** (for NYPMG/HV - Athenahealth, Hudson Valley),
- AX** (for NYPMG/BRX - Athenahealth, Westchester),
- AM** (for NYPMG/MET – Athenahealth, Brooklyn Methodist),
- AC** (for NYPMG/COL – Athenahealth, North Star), and
- AQ** (for NYPMG/QNS – Athenahealth, Queens).

Currently, searching based on Columbia GE IDX patient number or Weill Cornell Epic patient number are not available; instead, please use Hospital campus specific MRNs. The space is required, but the facility letter(s) can be lower or upper case. Examples: 3131313 P or 012345 G or 01234567 M.

The font size is rather small, can it be adjusted?

After you access iNYP from a web browser, you can hold down **Ctrl** and **+** or **Ctrl** and **-** to increase or decrease the font size respectively. This shortcut will work on most browsers.

Why can I not see some of the links to access clinical data or to other data that I need?

Your access privilege does not grant you access to this data. You should complete the Request for Additional Privilege form and submit it to the Service Desk in order to have your privileges upgraded. The form can be found under the [Help](#) link in the bottom footer.

Why am I unable to print from iNYP?

If you are accessing iNYP from a web browser make sure that you have a printer attached to your PC. iNYP is a web based application and printing is done via your browser just the same as any other web page. Make sure to use *Print* button in the application and not the print functions from the browser. Using the *Print* button from the application will render a printer friendly format. If you are using the iNYP tab in either SCM or CROWN you will need assistance from those respective teams to assist in ensuring that a printer is attached to that application.

Patient is missing clinical data and or reports. What should I do?

Call the Service Desk at 212-746-4357 to report the problem. Give as much details as possible with specific data type, date, etc. An *Incident Ticket* will be created and its number will be given to you. An iNYP support person will then contact you. Refer to the Incident Ticket number for follow up questions.

My phone number is incorrect, how can I have it corrected?

To correct your phone number you should send an email request to phonebook@nyp.org, please be sure to include the correct phone number in the request.

Patient's name is spelled incorrectly, how can it be corrected?

The correction of patient's demographical information must be done in a registration system such as Eagle. To have this done please call the Patient Index Unit of Health Information Management at 212-306-3361.

Are there any options for filtering labs? Is there a way to search for a specific lab test?

When you select the *Laboratory* link in the left menu, you may use the *filter box* right above the results list to search by lab test.

How do I search a term or word within notes and reports?

When reviewing patient information you can use the *search box* located at the top of the left menu list to search notes and reports. The following searching options are accepted:

1. **Simple search:** use an exact word (for example, *hypertension*).
2. **Wildcard search:** to search for all words that start with a prefix, append *** (the asterisk character). For example, *hyper** will return documents with words such as *hypertrophy* and *hypertension*.
3. **Fuzzy search:** if you do not know the exact spelling of a word, append *~* (the squiggle character) at the end so the search engine will try to match similarly spelled words. For example, searching for *acetaminophin~* will match documents with *acetaminophen*.
4. **Exact phrase match:** search for exact phrases by surrounding the query with quotes. For example, *"right carotid artery"* will return only documents with that exact phrase. If quotes are removed the search will return documents where all three words are mentioned, but not necessarily in the same order.

How can I have a service list created for my service?

Call Service Desk at 212-746-4357 and ask them to create an *Incident Ticket* for your request to add a new service to iNYP. An iNYP support person will contact you.

I have a suggestion to improve iNYP, whom should I contact?

To reach the iNYP team for *non-urgent matters* you may use the [Feedback](#) link in the bottom footer. For urgent matters requiring immediate assistance you should call the Service Desk at 212-746-4357.