

YOUR HELPFUL GUIDE TO WISHIN 2.0



GO-LIVE: AUGUST 2026

We are excited to announce the launch of WISHIN 2.0, a major upgrade to the WISHIN underlying technical infrastructure and Pulse community health record powering new functionality. WISHIN 2.0 will go live in August 2026, and will be rolled out to users through the month of August. This upgrade is designed to make your experience more efficient and intuitive.

WISHIN 2.0 is powered by Health Catalyst's Ninja Universe™ and brings a redesigned user interface, expanded patient search, richer clinical data views, and enhanced clinical workflow tools — all in one place.

Please review this guide carefully and take the suggested steps before go-live to ensure uninterrupted access for you and your team.

We appreciate your partnership and look forward to serving you with even better tools for coordinating patient care across Wisconsin.

Key Dates

Important dates to keep in mind.

WISHIN 2.0 user transitions will occur in phases throughout August 2026. Your WISHIN Project Director will notify your organization when it is scheduled for transition.

GO-LIVE	August 2026
	Phased transitions occurring throughout the month of August

TRAINING	July and August 2026
	Info sessions 7/28 and 7/29 Training 8/5, 8/6, 8/12, 8/13

WISHIN 2.0 Resource Center

Visit wishin.org/wishin-2-0 for training schedules, FAQs, and the latest go-live updates.

Prepare Now

- The WISHIN implementation team will contact your organization directly to provide your current user list for validation, schedule your user transition to the new system, and coordinate Single Sign-On setup if applicable.
- No disruption to existing WISHIN data interfaces is expected as part of the WISHIN 2.0 transition.
- Training dates, recorded sessions, live webinars, and website-based training resources will be coordinated and communicated with Participant user admins.
- Complete recommended WISHIN 2.0 training before the end of August 2026. WISHIN intends to record training sessions, host live trainings, and make training materials available on the [WISHIN website](#) and [YouTube channel](#).
- Bookmark the new WISHIN 2.0 portal URL that will be shared with your onboarding communication.
- Download or save any reports from the legacy WISHIN web portal you may need for audit or other HIPAA-related purposes.
- Contact WISHIN support at wishin.support@wishin.org with any questions before go-live.

What WISHIN 2.0 Delivers



Fewer Clicks

A streamlined interface means clinicians spend less time navigating and more time on patient care.



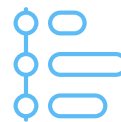
My Patients List

Personalized patient population dashboard with links to records, last visit info, and sortable views.



Workflow Enhancement

Improved Single Sign-On (SSO) solutions purposefully built to meet your team workflows.



Timelines & Trends

Visit history on interactive timelines and exportable lab results, vital signs, and BMI shown with trends.



FHIR-Ready

Built on modern USCDI framework to enable FHIR interoperability. FHIR and USCDI support is currently available for a specific SSO integration method; broader FHIR/USCDI capabilities are still under development.



Enhanced Patient Matching

Improved patient matching logic for more accurate identification of records across participating organizations.



Single Sign-On

For organizations with SSO, one login for WISHIN tools means less friction for staff.



Expanded Patient Search

Find patients faster using MRN, name, date of birth, or address.



Better Operational & Audit Reporting

Rich use and access reporting to support compliance and audits.



CCDA Enhancements

More complete clinical summaries with expanded document support and data sections.

Common WISHIN 2.0 Questions & Answers

1. How does WISHIN 2.0 benefit me?

WISHIN 2.0 delivers a redesigned web portal powered by Health Catalyst's Ninja Universe™ with efficient patient lookup, enhanced clinical data displays including lab, vital sign, and BMI trends, a personalized My Patients dashboard, and improved clinical workflow tools. The new platform offers greater EHR workflow integration with an intuitive experience for users.

2. Will access to the legacy WISHIN Pulse portal still work on August 3?

The legacy WISHIN Pulse portal will remain available to provide continuity of access for data prior to 2024. Access to the legacy portal will end once your organization has completed its transition to WISHIN 2.0. Your WISHIN contact will communicate the specific transition timeline for your organization.

3. Do I need to re-enroll or create a new account?

You will need new credentials and accept the updated End User License Agreement (EULA) the first time you log in to WISHIN 2.0. Login credentials and instructions will be coordinated with Participant user admins prior to go-live.

4. Will there be training before go-live?

Webinar-based sessions and a pre-recorded training will be offered July–August 2026. Visit wishin.org/wishin-2-0 for dates and registration. The pre-recorded training session will be available on the [WISHIN website](#) and [YouTube channel](#).

5. Does my organization need to make any technical changes to support WISHIN 2.0?

Only if you're using single sign-on. You will need to transition that to the new system, and a WISHIN implementation team member will assist you with that. There is no impact to your technical interfaces and their connections.

6. What is my organization responsible for before go-live?

The WISHIN implementation team will contact your organization with your current user list for validation. Your organization is responsible for confirming which users should retain access, identifying staff who have left, and verifying email addresses.

7. Will my patient data and history still be there?

Yes. Historical patient records and clinical data from 2024 to current will be available in WISHIN 2.0. Data prior to 2024 will populate in the months to follow go-live.

8. What new data types are available in WISHIN 2.0?

WISHIN 2.0 includes structured visit history, key clinical indicators, vital signs, BMI, and enhanced lab trending visualization. Additional clinical detail is surfaced from parsed CCDA documents. The participating organization network remains the same as the current system.

9. Will there be any service disruption at go-live?

WISHIN may experience brief service interruptions during the transition period in August. Any planned downtime will be communicated in advance through your organization's WISHIN contact and posted to the [WISHIN 2.0 webpage](#).

10. Is my patient data secure in WISHIN 2.0?

Yes. WISHIN 2.0 maintains all existing HIPAA-compliant data security standards, including HITRUST certification. The upgraded platform includes enhanced audit logging and access controls to protect patient privacy.

11. Where can I go for help?

Visit wishin.org/wishin-2-0 or email wishin.support@wishin.org. Your WISHIN account representative is also available to assist your team during the transition.

Our Mission Statement

WISHIN's mission is to develop and sustain a trusted, secure statewide health information network and information-sharing services that provide unique and indispensable value to participants and patients.



You need only eight minutes to learn how to use WISHIN Pulse.

Watch the tutorial now! 

Visit [WISHIN.org](https://wishin.org) for more information.