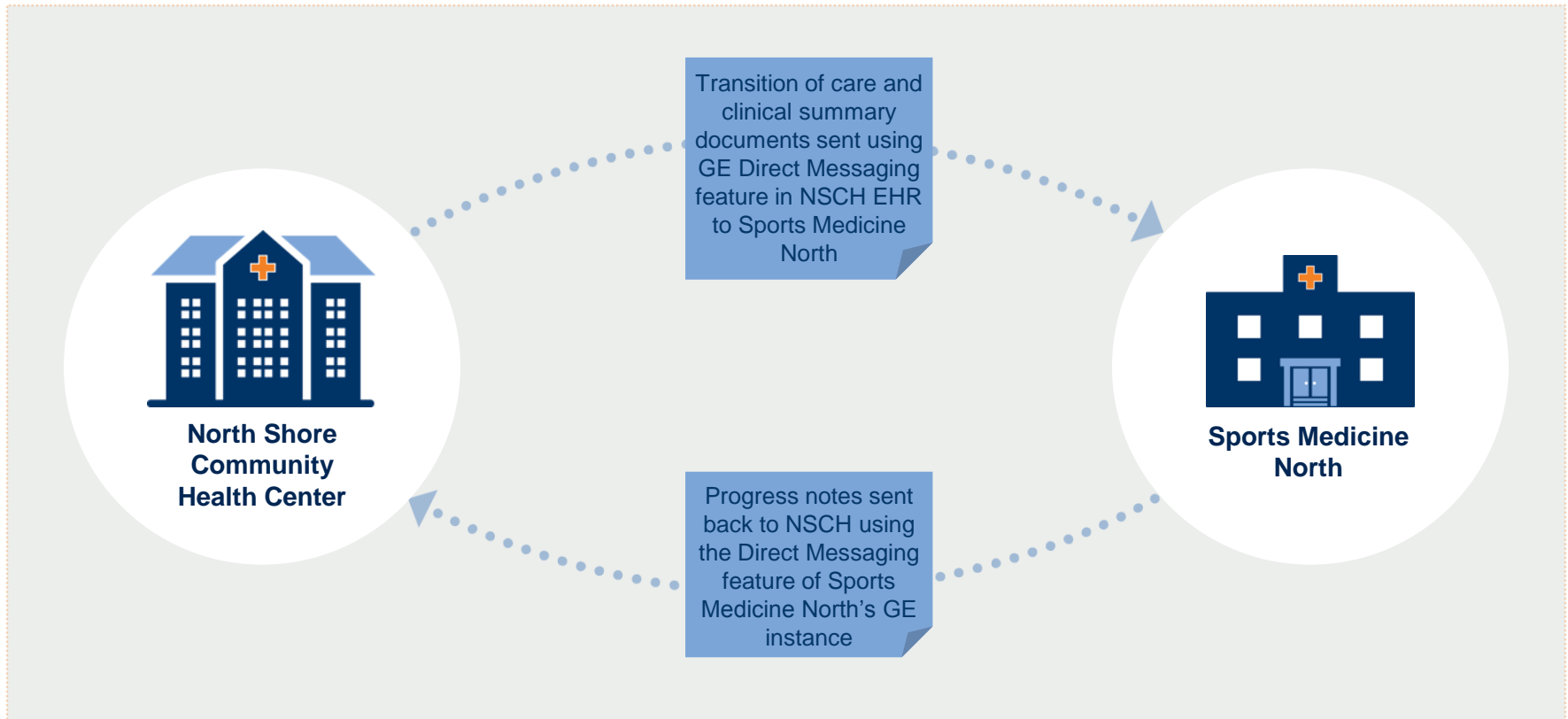


CLOSED LOOP REFERRALS USE CASE

STREAMLINED REFERRAL AND DOCUMENT EXCHANGE BETWEEN COMMUNITY HEALTH CENTER AND ORTHOPEDIC CARE SPECIALISTS



GOAL

Improve coordination of care for patients who are seen by both the Medical Center and the orthopedic care specialist. Reduced delays in closing the referral loop and patient care.

CLOSED LOOP REFERRALS USE CASE

STREAMLINED REFERRAL AND DOCUMENT EXCHANGE BETWEEN COMMUNITY HEALTH CENTER AND ORTHOPEDIC CARE SPECIALISTS

ORGANIZATION

North Shore Community Health Center (NSCH)

GOAL

To ensure there is an efficient and consistent workflow to send referrals from NSCH to a specialist at Sports Medicine North, giving the specialist accurate clinical information when seeing the referred patient, and to make sure the consult notes from the specialist are made available to the PCP at NSCH for review and ongoing treatment.

TRADING PARTNERS AND SYSTEMS

- North Shore Community Health Center (NSCH)
 - GE Centricity EHR
 - Sports Medicine North (SMN)
 - Separate GE Centricity EHR instance
- Both EHRs use Surescripts Direct Messaging

DATA TO EXCHANGE

- Transition of Care documents
- Clinical summaries
- Treatment progress notes

STORY

NSCH and Sports Medicine North frequently exchange referral and progress notes between their organizations. The previous workflow relied on faxes being sent back and forth, which often led to delays in closing the referral loop and in providing patient care.

To eliminate these delays, NSCH and Sports Medicine North developed a new process of sending documents using secure Direct Messaging. With support from the Mass Hlway's Adoption and Utilization Support (HAUS) program, they were able to eliminate the need to send faxes as they transitioned to a completely electronic workflow.

When NSCH refers a patient to Sports Medicine North, the clinician exports the transition of care and clinical summary documents and sends them using the Direct Messaging feature of their EHR. Sports Medicine North receives the electronic copy and assigns it to the correct patient. Sports Medicine North can similarly send progress notes electronically back to NSCH using Direct Messaging. NSCH is then able to attach the file to the correct patient's records.

The new workflow reduced the need for administrators to physically lookup the correct patient's file and then manually enter the info received by fax. Everything is now sent and received electronically.

**READ
THE FULL
STORY**