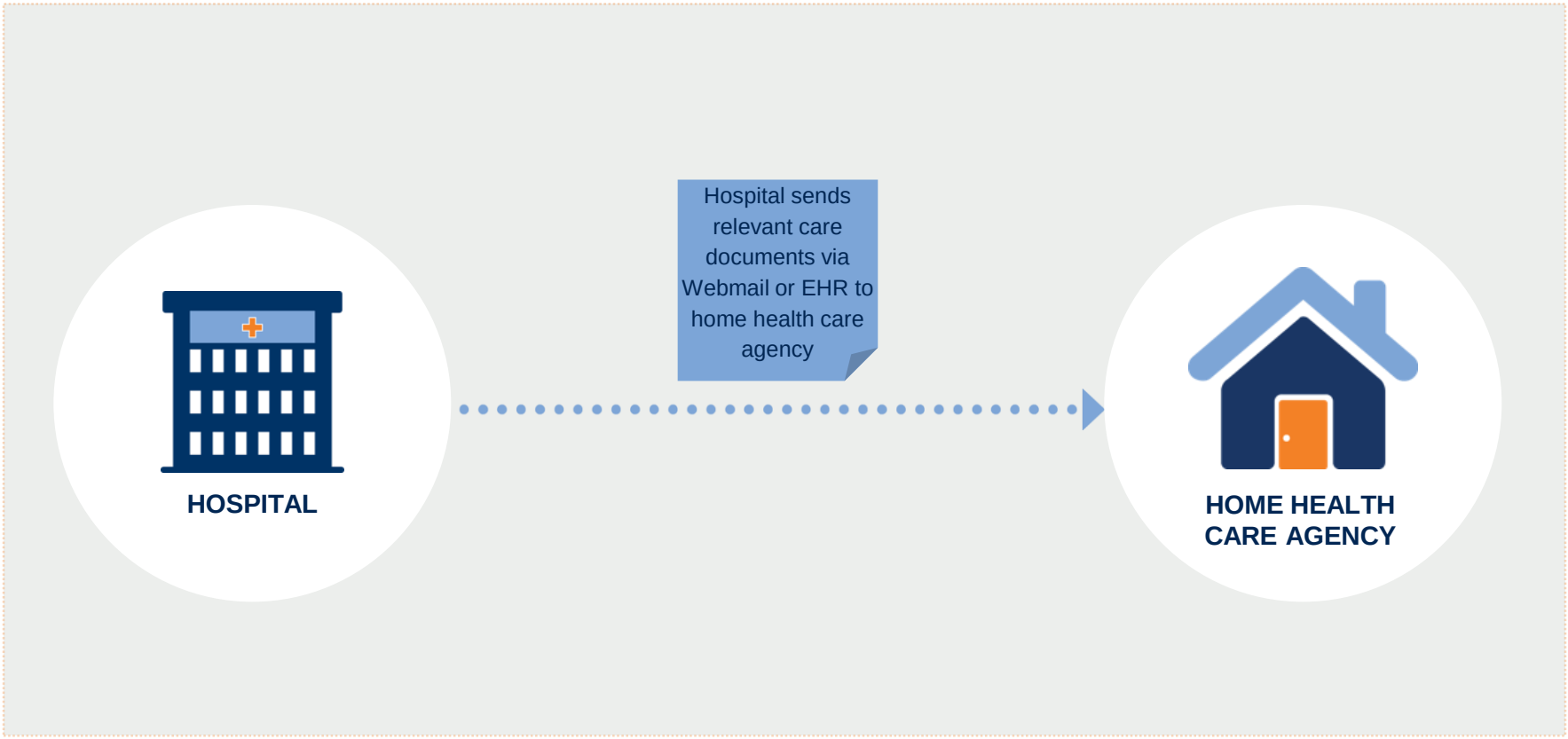
SUMMARIES OF CARE USE CASE

DOCUMENT EXCHANGE BETWEEN HOSPITAL AND HOME HEALTH CARE AGENCY



GOAL	Enhance the process of sending necessary documents from hospitals to home health care agencies to improve the coordination of care for shared patients

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SUMMARIES OF CARE USE CASE

DOCUMENT EXCHANGE BETWEEN HOSPITAL AND HOME HEALTH CARE AGENCY

ORGANIZATION

Home Health Care Agency

GOAL

To reduce transmission errors and time delays by improving the process of sending necessary documents from hospitals to home health agencies, to better coordinate care for patients

TRADING PARTNERS AND SYSTEMS

- Home Health Care Agency
- Hospital

DATA TO EXCHANGE

- Physician orders
- Progress notes
- Summaries

STORY

Home health care agencies provide skilled nursing care, as well as other care services such as physical and occupational therapy, speech-language therapy, and medical social services. The demand for home health care has grown as medical science and technology has improved and treatments that could previously only be completed in a hospital can now be administered at home

Many home health care agencies still rely on fax machines, phone calls, and personally hand delivering critical medical documents between the hospital or health center and the agency, and the patient's provider and the caregiver. These labor-intensive methods can be challenging, and faxing documents can be prone to transmission errors. Medical documents are often time sensitive and engaging in phone calls can result in long wait times for responses.

Developing a secure Direct Messaging connection between hospitals, medical practices, community health centers, and home health agencies can mitigate many of these concerns. Implementing an electronic workflow between the hospital and the home health agency allows the agency and its caregivers to receive accurate documents more quickly than faxing or phone calls. This electronic process eliminates the need for caregivers to pick up hard copies from the home health care agency's office or to go directly to the provider, and ensures that all information is accurate and received in a timely and secure manner.

READ THE FULL STORY

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