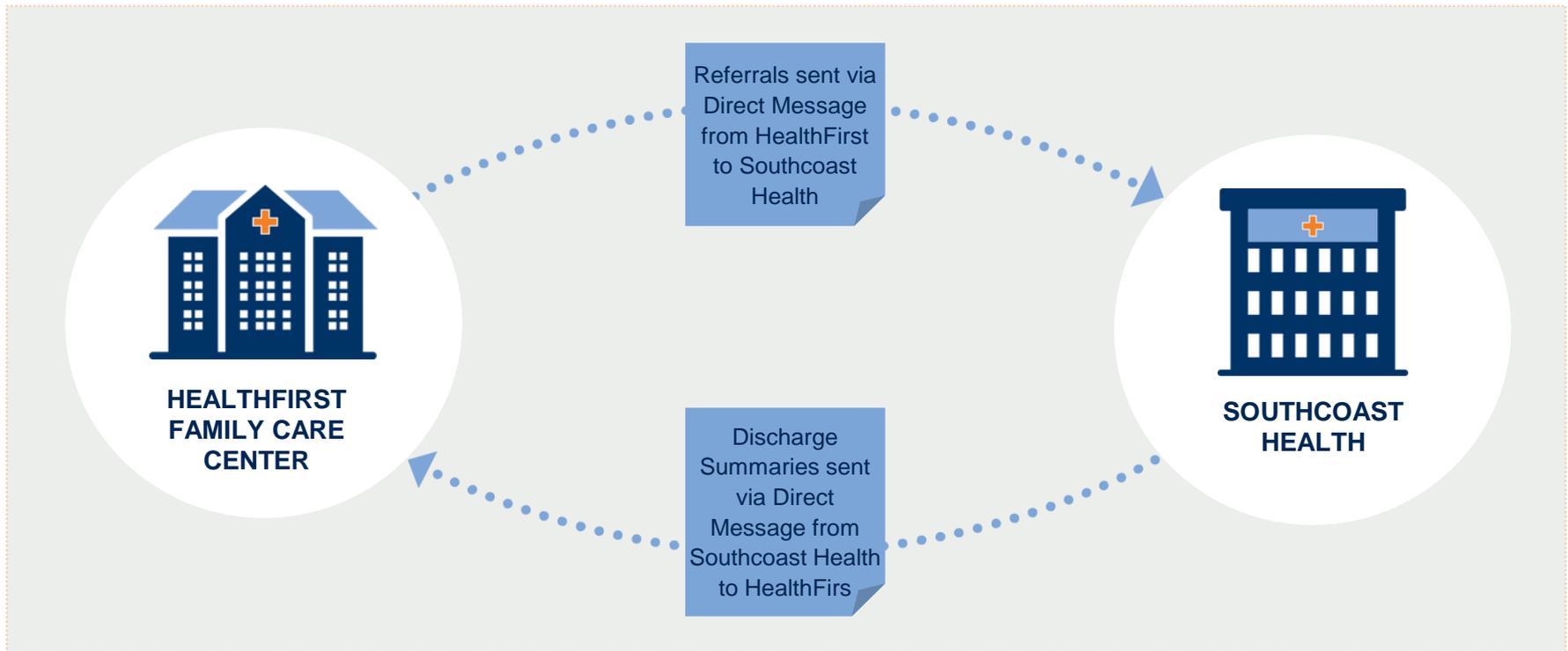


# CLOSED LOOP REFERRALS USE CASE

## SENDING AND RECEIVING REFERRALS AND DISCHARGE SUMMARIES FROM FEDERALLY QUALIFIED HEALTH CENTER TO HOSPITAL



### GOAL

To improve the process of sending and receiving medical documents in order to meet the requirements for Stage 3 of Meaningful Use

# CLOSED LOOP REFERRALS USE CASE

## SENDING AND RECEIVING REFERRALS AND DISCHARGE SUMMARIES FROM FEDERALLY QUALIFIED HEALTH CENTER TO HOSPITAL

### ORGANIZATION

HealthFirst Family Care Center

### GOAL

To improve the process of sending referrals to Southcoast Health Systems and receiving Discharge Summaries in order to allow the organization to meet the Stage 3 HIE requirements for Meaningful Use

### TRADING PARTNERS AND SYSTEMS

- HealthFirst Family Care Center
- Southcoast Health

### DATA TO EXCHANGE

- Referrals
- Discharge Summaries

### STORY

HealthFirst Family Care Center is a Federally Qualified Health Center located in Fall River. The organization was formed out of a need for accessible medical and dental care for residents, and has been in operation for nearly 40 years.

Though HealthFirst had earned EHR incentives for prior Program Years (PY), it was unable to attest to meeting the more stringent HIE objective for PY 2019. The center reached out to MeHI, the Massachusetts eHealth Institute, for assistance in meeting the HIE objective for PY 2020.

With assistance from their HIway Account Managers, HealthFirst implemented new workflows enabling them to send referrals to Southcoast Health System's care providers and to receive electronic Discharge Summaries from hospitals in the area. The solution automatically incorporates the electronic Discharge Summaries received from the hospital into the patients' electronic health records. Clinicians can document all follow-up visits as a Transition of Care and attach the information from the electronic communications to the progress notes. This solution covers the technical abilities needed for meeting the Stage 3 HIE requirements.

After the new workflows had been implemented, HealthFirst was able to meet the Stage 3 HIE requirements to "Send Transitions of Care" and "Accept and Incorporate Summaries of Care" for a continuous 90-day Meaningful Use reporting period, as required to earn EHR incentives.

**THE FULL  
STORY**