



## USE CASE

### ALL COVERED'S INTEROPERABILITY & INTEGRATION SERVICES CONNECTS ELECTRONIC HEALTH RECORD SYSTEMS BETWEEN A NEONATOLOGY PRACTICE AND ITS AFFILIATED HOSPITAL

**BACKGROUND:** A leading Neonatology practice utilized a best of breed Electronic Health Records (EHR) system suited for managing neonatal patients who have specialized healthcare needs. The affiliated hospital migrated to a new EHR system, which created disparity between the two systems. The Neonatology practice's EHR system was not able to communicate with their affiliated hospital's admission, lab, and document management systems, which are essential in providing informed services to neonates. As a result, the neonatologists and their clinical staff had to manually enter patient demographics, patient orders, patient results, and clinical documentation into their system.

This manual workflow process took significant time to administer. Thus, the practice sought to improve the efficiency of this process by integrating their neonatology patient management software solution with their affiliated hospital's healthcare computer systems.

**SOLUTION:** Through All Covered's Interoperability & Integration Services, the Neonatology practice was provided both project management and implementation services to develop the bidirectional integration. The interface development used Health Level 7 (HL7) as the methodology to exchange patient health information between systems; HL7 is the international standard for transferring clinical data between EHR systems.

The inbound integration included the neonatology software solution receiving Admission, Transfer and Discharge (ADT) transactions from the hospital admission system. The ADTs allowed the patient demographic information to post electronically, in real time. In addition, the hospital lab system was able to send pertinent lab, blood gas, and birth data information that posted electronically. The outbound integration included sending clinical documents charted in their neonatology software solution back to the hospital's document management system—specifically, project notes, discharge summaries, and document amendments.

**BUSINESS IMPACT:** The integration of EHR systems between the Neonatology practice and its affiliated hospital created a more efficient workflow. It resulted in:

- Improved data quality
- Faster and secure exchange of patient data
- One consistent, electronic view of patient data
- Improved communication among staff and physicians
- Lowered costs due to reduced manual processes

INTEROPERABILITY IN HEALTHCARE IS THE ABILITY TO SHARE PATIENT INFORMATION ACROSS DIFFERENT INFORMATION TECHNOLOGY SYSTEMS. IT ENSURES THAT HEALTHCARE SYSTEMS CAN COLLECT, SHARE, AND RECEIVE PATIENT DATA WITH OTHER HEALTHCARE PROVIDERS, REGARDLESS OF THE APPLICATION VENDOR.

#### Benefits of Interoperability in Healthcare:

- Improves public health data
- Increases patient safety
- Improves patient access to their own health data
- Increases employee productivity
- Decreases cost of healthcare

