

Interoperability: Exchange Application

Deliver the clinical content community physicians and stakeholders want into workflows, closing the loop between outpatient services and results for patients.



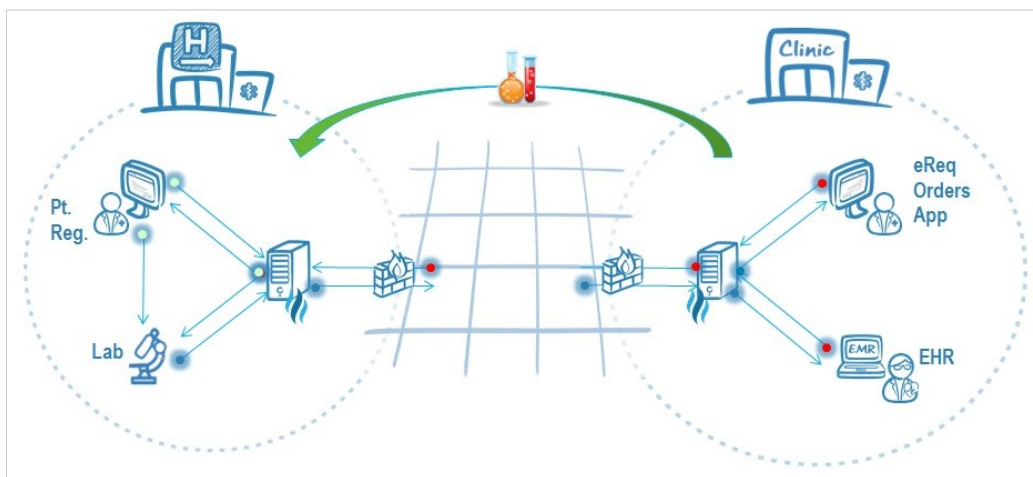
Type: Interoperability (additional cost)

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The **Exchange** application provides a secure, bi-directional way for distributing clinical orders and results data across the community to support patient care and public health reporting initiatives. Results, reports, or clinical summaries can be exchanged to a wide variety of destinations via a standardized feed to a results inbox application, secure print station, and/or directly to an EHR. Exchange can also be configured to route orders for outpatient services from an orders application or practice EHR directly to hospital or other community systems.

Note: Exchange is Acquired Technology and is NOT included in the Technology Access subscription unless otherwise noted in an order form.



Exchange seamlessly integrates with existing technology to provide electronic order placement and results delivery streamlined into existing provider workflows.

The problem

It is a challenge to exchange and aggregate patient data from different community systems. Even with EHR platforms, health systems and provider organizations often resort to paper records and faxing to place orders and receive results. Today, care doesn't end when a patient leaves a provider's practice. If providers scramble to gather patient data for care performed outside their practice promptly, patient care can be compromised.

With Exchange, providers can electronically place orders for outpatient services and receive real-time results, reports, and clinical summaries directly in their workflows, regardless of their current level of technology adoption. Exchange can also be configured to route clinical data to support public health reporting initiatives or to payers to support care management and quality improvement efforts.

Intended users

All healthcare providers across the continuum of care.

- Physicians, providers, specialists
- RN, LPN, CNA, medical records, etc.
- Lab and radiology technicians
- Care coordinators, case managers
- Payer case managers
- Public health agencies

Potential data sources

- HIE
- EMR - Clinical
- Other Sources
- Clinical and administrative data sources from acute and ambulatory facilities

Success stories

For examples of how customers have used Health Catalyst products and services to improve outcomes, visit <https://www.healthcatalyst.com/knowledge-center/success-stories/>

Our approach

Exchange facilitates the bi-directional exchange of clinical orders and results data between various organizations across the community to support patient care or public health reporting initiatives. Exchange can support paper-based workflows as well as seamless integration with a variety of EHR systems, leveraging existing IT investments and keeping providers in their native workflows. With Exchange, healthcare providers can choose the patient data they want to receive, how they want it, and when they want it, reducing the material waste and manual efforts required to sift through and discard unneeded information.

Benefits and features

- **Streamline order placement for outpatient services** – Electronic order placement eliminates the potential for lost or illegible hand-written orders and minimizes the need of manual entry of ambulatory orders into hospital systems.
- **Augment existing IT investment** – Data exchange capabilities support both paper-based workflows and bi-directional integration with a variety of EHR systems, so providers can leverage existing technology and stay in their native workflows.
- **Simplify public health reporting processes** – Automatic routing of clinical data to support public health reporting initiatives (syndromic surveillance, immunization, electronic lab reporting), minimizes the time spent on manual compliance processes.
- **Automate processes for sharing clinical data with payers** – Route patient data to health plans to support care management activities and quality improvement efforts.
- **Improve quality of care** – Closes the loop between orders and results, so providers spend less time tracking down patient results and more time focused on delivering better care to patients.

Use cases

- A **primary care physician** readily accesses hospital outpatient services, by submitting orders (labs, radiology, rehabilitation) directly from his EHR application. Once the outpatient services are complete, the physician receives the results in real-time, directly into his EHR, closing the loop between the order and the results.
- A **lab technician** receives incoming ambulatory orders electronically, minimizing the issue of lost or illegible orders. After the technician reviews the order, it can flow directly into the laboratory information system, eliminating the need for manual re-entry.
- Reportable lab results are electronically submitted to a **public health agency** to help the hospital comply with state requirements.
- A **payer case manager** receives real-time clinical results and helps all care team members better identify high-risk individuals.
- All care team members receive the most recent results for a patient, allowing the **care coordinator** to more effectively coordinate comprehensive health interventions for the patient.
- A **payer case manager** reviews real-time clinical results and streamlines the pre-authorization process for a patient.

Contact us

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- Reach out to your sales representative
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