

INTEROPERABILITY SHOWCASE™



Use Case Title: Referrals: Digital Freedom from Fax

Short Description: This Surgery Center receives 1,000s of documents from community partners and needs to process those documents as quickly as possible to capture new business and provide high quality care. This can include urgent care records, PCP records, results from local labs and referral opportunities. In this demonstration, we show how our technology removed the barrier of the structure of the inbound document, to get it automatically into the EHR.

Value:

- Accuracy - Avoid human error with digital fax automation.
- Convenience - Hospitals and their physician partners who provide convenient, patient-focused care coordination and access will be competitive.
- Expanding Networks - Be flexible with your referral partners, and still be sure you have the right information at your fingertips for your prior authorizations.
- Go fully paperless - Your practice is all digital, but you still have to manage inbound documents like PDFs or Faxes? Let us identify these documents and index them to your record in seconds, not hours.
- Closed-Loop Referrals - See how our integrated solutions keep everyone in the loop and focused on providing superior clinical outcomes.

Participating Vendors: Consensus Cloud Solutions, EPIC, Summit Healthcare

Scenario	Vendor	Products	Standards
<i>Juliete recently was rollerblading and broke her arm and went to the nearest urgent care. The urgent care patched her up and said to follow up with their PCP within a few days.</i>	Narrator	N/A	

<p>At the PCP, Juliette is told that their arm will most likely need surgery to put the bones back in place. The PCP asks her where they would like the surgery to be done. Juliete is a little scared and asks if the referral can be sent to a hospital closer to their Mom so they can be with them. Although this PCP doesn't typically send their referrals to this location, they understand why she wants to be closer to home.</p>			
<p>The Orthopedic Surgeon at the receiving hospital receives the referral with the supporting documentation from the PCP and their orthopedic team evaluates if the Patient needs surgery. They come to the conclusion that they do and reach out to Juliete. Since Juliete hasn't had care there in many years, the Doctor asks Juliete to get some blood work to prepare for surgery. She goes to a nearby independent lab to get her blood drawn.</p>	Consensus	eFax API	Fax
<p>In order to evaluate Juliette, the Orthopedic Surgeon needs her urgent care records, her PCP records and results from the lab they send her to for blood work. These records are all received via eFax, a digital cloud fax solution. Clarity, an additional service, uses intelligent document extraction to pinpoint the most important information such as document type and patient information to index these records automatically as they come into this busy surgery center. This alleviates the pressure of human review which can take hours, delaying treatment. Additionally, Clarity is less prone to clerical errors and documents its confidence scores.</p> <p>This structured information is transformed by Summit Exchange to be consumed and automated by the receiving end system.</p> <p>Together these products can take incoming faxes and pluck the most important information and provide those details in JSON, XML, HL7®, or a CCDa and deliver them via HL7 FHIR® or Direct Secure Messaging.</p>	Consensus Summit Healthcare	Clarity Summit Exchange	DSM



<p>At this point the Orthopedic Surgeon has evaluated her record and confirmed that she needs surgery. The next step is for the Provider to submit a prior authorization to the patient's Payer / TPA to ensure that the surgery will be covered by her insurance. They can submit either using Fax directly from the EPIC system or submit via the Third-Party Administrators (TPA) website for Juliette's insurance.</p>	<p>EPIC</p>	<p>EPIC</p>	<p>HL7</p>
<p>The Payer / Third Party Administrator reviews the authorization form and supporting clinical notes, as well as any accompanying records. They are pleased that the supporting information is complete and does not require them to sift through hundreds of pages. The review is painless and easy, and they are able to send an approval quickly and move on to the next PA.</p>	<p>Narrator</p>		
<p>The Surgeon is now able to contact Juliette and schedule her for surgery. They are able to pre-register her by sending her consent paperwork via jSign.</p>	<p>Consensus Cloud Solutions</p>	<p>Jsign</p>	<p>Blockchain</p>
<p>When Juliette is admitted for surgery, an ADT message is created and automatically sent to her PCP to close the referral loop. This ADT can also alert via secure text /email. This enables the PCP to schedule a follow-up with Juliette and creates confidence in this provider to send further orthopedic referrals to this Orthopedic Provider. This also allows the physician's office to view Juliette's chart and continue providing her the best patient care for after care.</p>	<p>Summit Healthcare</p>	<p>All Access/Signal</p>	<p>HL7</p>

