



Using HealthInfoNet to Support Walk-In Care Use Cases & Interventions

A case study on how HealthInfoNet's services
can assist urgent care clinical workflows.

*Dedicated to helping our communities create lasting
system-wide improvements in the value of patient care.*



Webinar Presenter

A brief introduction and background on today's webinar presenter.

Sharon Bearor, RN, BSN, Clinical Education Coordinator

- Email: sbearor@hinfonet.org
- Telephone: 207-541-4123

For additional educational opportunities:

- Contact HealthInfoNet's Clinical Education team at clienteducation@hinfonet.org to request online trainings for all services
- HealthInfoNet's online training site also provides courses and CNE credits to better understand and use the HIE; visit hinfonetacademy.org for more information





Webinar Objectives

An overview of key takeaways and learnings for today's webinar.

- Identify and review the top walk-in care use cases and interventions.
- Understand how to use the data and tools available in the Health Information Exchange (HIE) to support the treatment and management of care of walk-in care patients.
- Learn how other walk-in care teams are using the HIE in their routine clinical workflows to improve the quality, safety, and coordination of patient care.





Top Use Cases & Interventions

How urgent care teams can use HealthInfoNet's services to meet top use cases and interventions.

Dedicated to helping our communities create lasting system-wide improvements in the value of patient care.



Top Walk-In Care Use Cases & Interventions

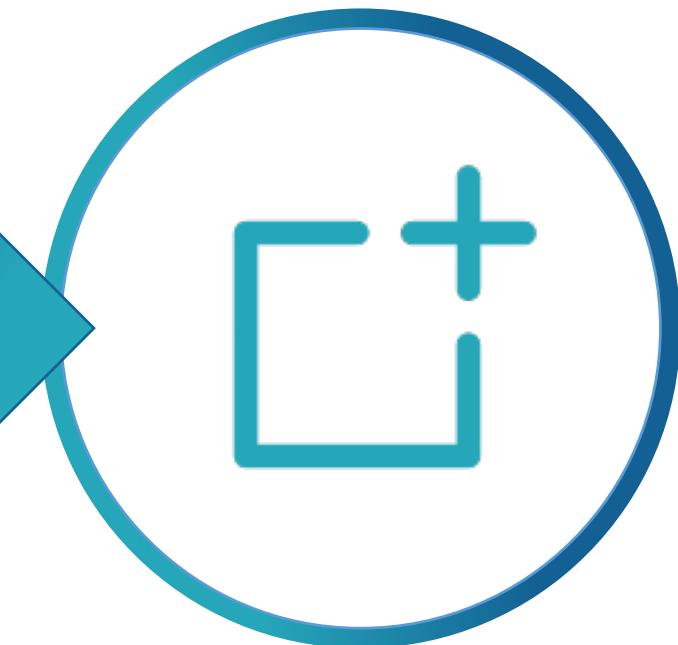
Inform Acute Care
Illness & Injury
Assessments



Promote Improved
Communication
& Coordination



Incorporate Walk-In Care
Treatment Plans Within
Longitudinal Health Records





Inform Acute Care Illness & Injury Assessments



Supplementing medical assessments to inform appropriate levels of care.

Support
the Creation
of Accurate
Treatment
Plans

Optimize
Already Rapid
Care Delivery
Processes

- Retrieve **critical health information** on patients' activities throughout the state regardless of treating providers' organizational affiliations
- Review patients' previous PCP notes, ED visits and hospitalizations, active problems and chronic conditions, allergies and medications, screenings and vaccinations, imaging and laboratory results, and other helpful data points to conduct **informed medical assessments**
- Enhance **patients' confidence and satisfaction** by providing urgent care providers with information that is typically available only to providers with ongoing relationships with patients





Promote Improved Communication & Coordination



Incorporating urgent care workflows within patients' overarching care experiences.

Reduce
Fragmented
Communication
Across Systems
of Care

Ensure Timely
Care Within
Broader
Delivery
Picture

- Enhance and expand **communication methods and data accessibility** across various types of providers and systems of care
- **Facilitate patients' transitions** to primary care, behavioral health, or emergency department settings depending on the severity of their ailment(s) or if follow-up care is needed
- Help urgent care providers educate patients on the **appropriate use of walk-in care settings** versus behavioral health/primary care/emergency care settings based on reviews of personal health record information





Incorporate Treatment Plans Within Records



Integrating walk-in care services within patients' longitudinal health records.

Contribute to
Comprehensive
Electronic
Health Records

Eliminate
Avoidable
Utilization &
Repeat Testing

- **Diagnostic services** (e.g., STD tests, pregnancy tests, drug tests and screenings, flu and rapid tests, PT / INR tests)
- **Preventive health services** (e.g., vaccinations, school and sports physicals, well child exams, Workers Compensation exams)
- Gives patients' care teams **complete views** into their patients' health, wellness, and wellbeing to better monitor progress, identify care plans, and make informed recommendations





Connected Organizations

Continuously connecting to healthcare locations throughout the state.

Majority of Ambulatory Facilities &
All Federally Qualified Health Centers

Surescripts & MaineCare
(Medicaid) Pharmacy Datasets

Maine Emergency Medical
Services (ImageTrend)



All Health Systems, Acute-Care
Hospitals, & Critical-Access Hospitals

NorDx, Quest, ALI, Dahl-
Chase, & HETL Laboratories

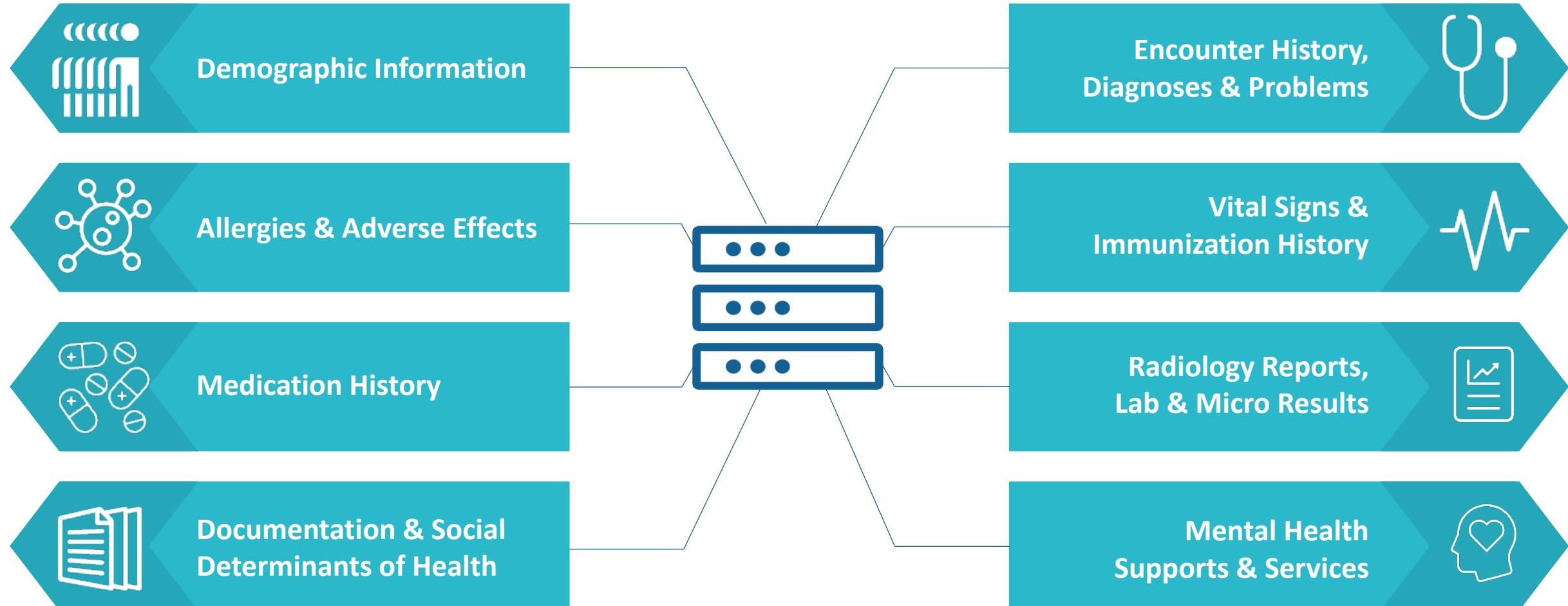
Some Behavioral Health &
Post-Acute Care Facilities





Available Data Sources

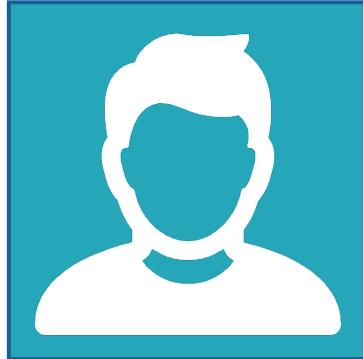
Incorporating diverse data sources as new use cases emerge.





HIE End-User Community

Serving RNs and Care Managers to Epidemiologists and Quality Analysts.



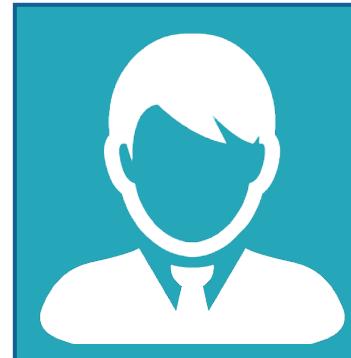
- Registered Nurses
- Medical Assistants
- Medical Records & Referral Specialists



- Physicians
- Behavioral Health Clinicians
- Pharmacists



- Care Managers & Case Managers
- ED & Urgent Care Staff
- LTC/SNF Staff



- Epidemiologists
- Infection Prevention Staff
- Quality Analysts





Clinical Portal

Sharing comprehensive electronic patient health records.

The screenshot displays the Clinical Portal's user interface. At the top, a navigation bar includes links for Patient Summary, VA Record Search, My Patients, Community Services, and PDMP, along with a LOGOUT button. The main content area is titled 'HINTEST, DEMO' and shows the following sections:

- Demographics:** Shows a placeholder for a male patient born on Sep 11 1952 (60 years). Primary Care Provider is CLAXTON EDMUND V JR. Emergency Contact is CATHY ADMTEST.
- Active Problems:** Lists three conditions: Headache, Heartburn, and Mittelschmerz, all recorded on 01/29/2013 at WSFP.
- Allergies:** A table showing various allergens with their reactions, severities, dates entered, and locations.
- Prescription Medications Dispensed within Last 120 Days:** A table listing medications dispensed on specific dates, including ATENOLOL 50 MG, LISINOPRIL 10 MG, and RANTIDINE 150MG CAPSULE.
- Encounter/Visit History:** A table showing admissions, discharges, visit types, services, chief complaints, clinicians, dx categories, dx codes, px codes, insurance types, and locations.



CLINICAL PORTAL – A web-based application enabling the secure look-up and retrieval of real-time patient health record information.

Key features include:

Clinician

- Patient Lookup Services
- Patient Health Record Services
- Community Services Information
- Notification Services

Help Desk

- User Lookup Services
- New User Request Function

Auditor

- Privacy Log Function
- Mental Health Access Audit Function



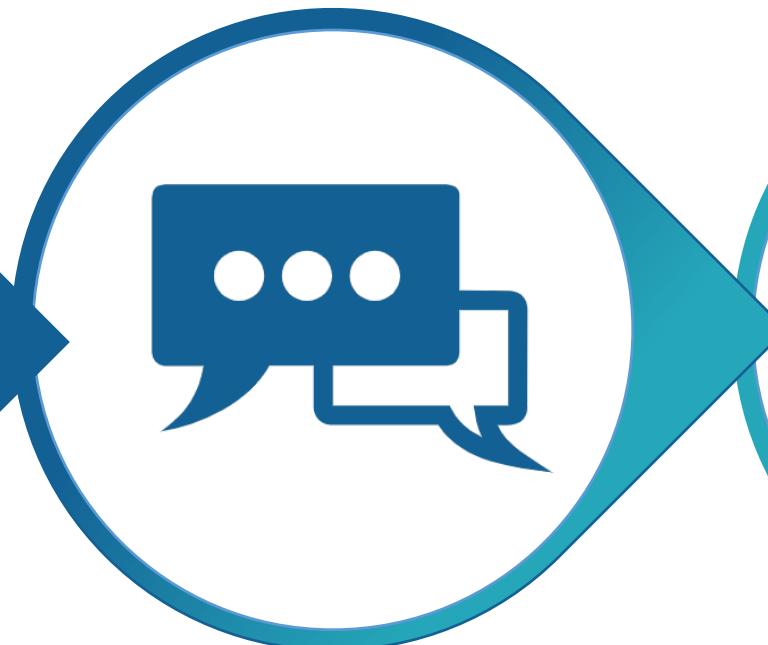


Recap: Top Walk-In Care Use Cases & Interventions

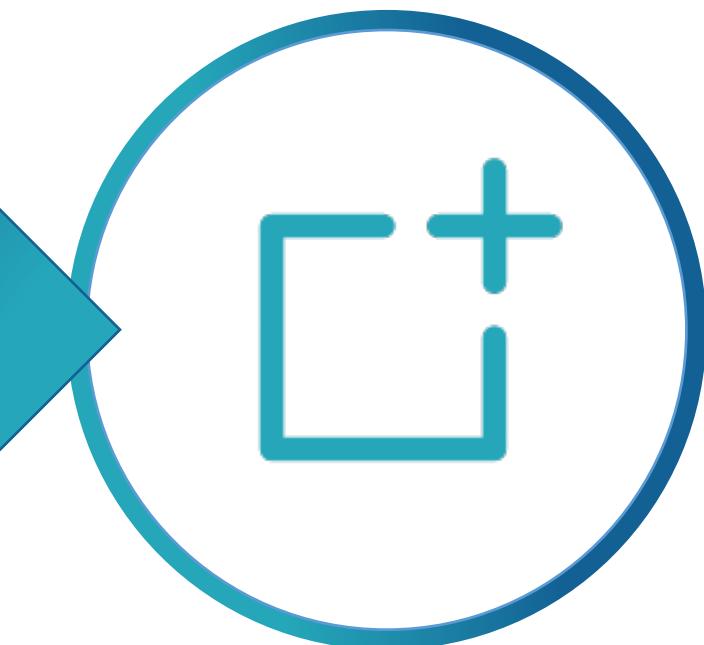
Assist with Acute
Care Illness &
Injury Assessments



Promote Improved
Communication &
Care Coordination



Incorporate Walk-In Care
Treatment Plans Within
Longitudinal Health Records





HealthInfoNet Value Proposition

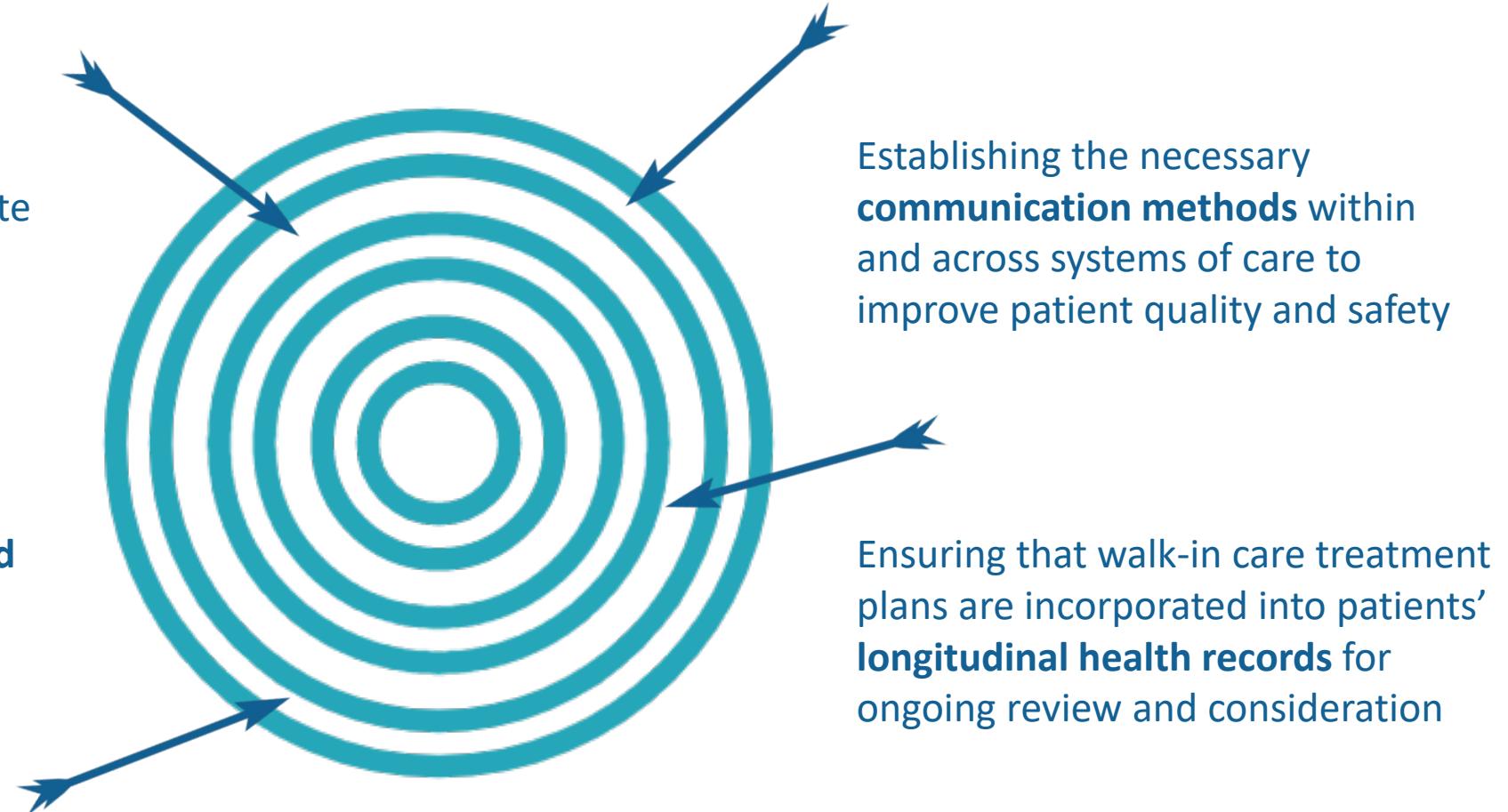
A summary of HealthInfoNet's value to urgent care teams.

*Dedicated to helping our communities create lasting
system-wide improvements in the value of patient care.*



Common Walk-In Care Challenges

Overcoming shared experiences that make clinical workflows difficult.



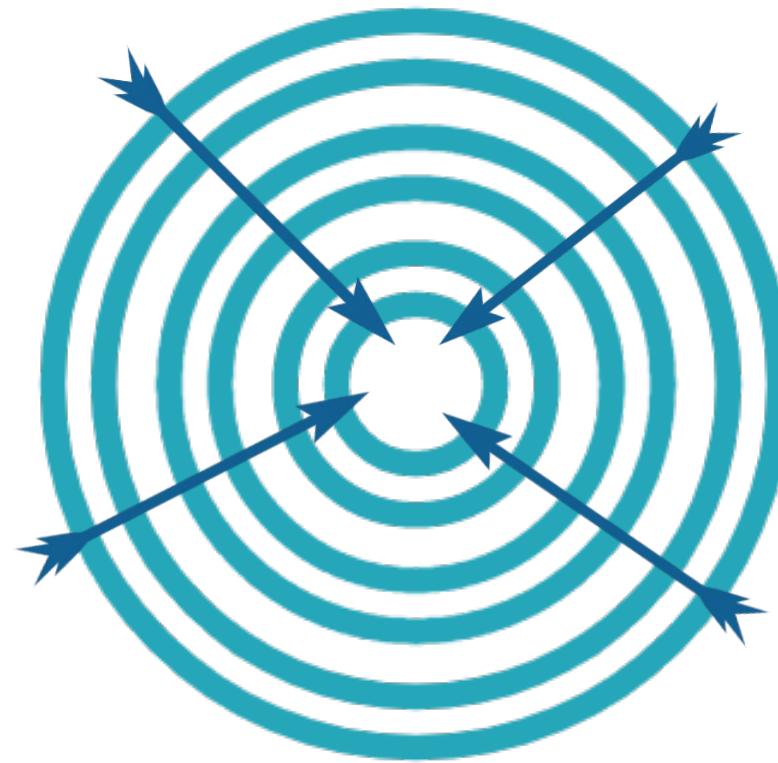


Common HIE Solutions

Creating better, safer, and easier solutions for the healthcare environment.

Improves communication and care planning activities among systems of care to improve the quality of patients' care interactions and experiences

Provides assurance that care teams have **comprehensive and accurate information available** at the point of care to reinforce patient safety



Helps identify patients' **relevant gaps in care and most recent personal health changes** to administer the most effective care plans and detect impacts to health, wellbeing, and wellness early on

Continuously builds on patients' **longitudinal health records** with real-time information captured from diverse systems of care





HIE Clinical Portal Demonstration

Overview of HealthInfoNet's Clinical Portal and how it can assist urgent care teams in their clinical workflows.

Dedicated to helping our communities create lasting system-wide improvements in the value of patient care.



Walk-In Care User Testimonials

Hear what our end users have to say about HealthInfoNet's services.

Dedicated to helping our communities create lasting system-wide improvements in the value of patient care.

“

I use HealthInfoNet to help get records on prior ED visits, hospitalizations, imaging and lab studies, and procedures (mostly surgeries and cardiac procedures) done at hospitals outside of MaineHealth. Given our location's proximity to Lewiston, Bridgton, and Rumford, we typically use HealthInfoNet as our access point for information through the CMHC system. This can be very helpful given that patients do migrate between hospitals and hospital systems for a variety of reasons.



Jim Gallea, MD, Emergency Services Medical Director, Stephens Memorial Hospital



Training & Education

Overview of HealthInfoNet's training and education opportunities.

*Dedicated to helping our communities create lasting
system-wide improvements in the value of patient care.*



HealthInfoNet Academy

Providing training and education on how to more effectively use the HIE's services.

Personal Support

- Our Clinical Education team is available to assist at your convenience
- Reach out via email at clienteducation@hinfonet.org

Webinar Series

- Sessions focused on clinical data sources, workflows, and best practices
- Recordings and materials available

Online Courses

- Online-based courses on the use of the HIE's data, tools, and resources
- CNE credits offered for certain courses

Training Resources

- Expansive repository of online resources
- Includes product/service user guides, technical appendices, etc.

Use Cases & Tutorials

- Brief video use cases and tutorials on how to more effectively use the HIE
- Tips and tricks for key services

Communications Package

- Key materials to inform and educate participants about the HIE's value
- Request a copy of the package by emailing our Clinical Education team





Clinical Education Team

When online resources aren't enough, our team of educators are there to help.



NICOLE YEO-FISHER

MSW, LCSW

**Clinical Education
Manager**

[nyeofisher@
hinfonet.org](mailto:nyeofisher@hinfonet.org)

207-541-4124

SHARON BEAROR

RN, BSN

**Clinical Education
Coordinator**

[sbearor@
hinfonet.org](mailto:sbearor@hinfonet.org)

207-541-4123



For general inquiries, please contact the Clinical Education team at clienteducation@hinfonet.org





60 Pineland Drive
Auburn Hall, Suite 305
New Gloucester, ME 04260



www.hinfonet.org



clienteducation@hinfonet.org



207-541-9250



<https://twitter.com/hinfonet>



[https://www.linkedin.com/
company/healthinfonet](https://www.linkedin.com/company/healthinfonet)