



Stephan's Emergency Room Visit



INFORMING THE CARE TEAM USING EVENT NOTIFICATIONS VIA DIRECT

- **Near real-time visibility to changes in a patient's care status**
- **Technology that's available today to support Event Notifications via the Direct Standard**
- **Digital Contact information**
- **Consumer-directed exchange**

EMERGENCY ROOM CARE

Stephan is taken to the Emergency Department for an urgent health condition. At admission, the ED staff is able to discover records stored with his primary care physician after confirming Stephan's demographics. Stephan receives a preliminary diagnosis and is admitted to the hospital.

Using enhanced Direct Messaging functionality along with some automation within the EHR, Stephan's admission event notification, including his admitting diagnosis, is sent to his primary care provider and other care team members using Event Notifications via the Direct Standard. Making Stephan's hospital visit admission immediately available to these providers improves his quality of care, since Stephan's providers don't have access to the EHR where the ER visit occurred but do have Direct accounts.

"We chose EMR Direct to help us speed the development of ADT Notification capability in the iCare.com EHR. Using their phiMail API allowed us to rapidly deploy this new capability and connect to the Direct directory with minimal effort."
--Jim Riley, iCare.com

INPATIENT CARE

Once Stephan is stabilized, he authorizes the specialist at the hospital to access additional records from his primary care physician's system. The specialist can then review outpatient notes and other details in his primary care record history. She can then examine Stephan, and make prompt, well-informed care decisions using his most current health data.

When Stephan is sent home, the hospital sends a discharge notification to his primary care provider, again using Event Notifications via the Direct Standard.

With Event Notifications via the Direct Standard, Stephan's primary care provider is also kept in the loop so he can be aware of the emergency room visit and reach out to Stephan or the acute facility as needed, either during the visit or afterward.

BACK AT HOME

After returning home, Stephan is contacted by his primary care provider to follow up on his recovery and schedule a visit to discuss the instructions he was given about his care plan.

Depending on whether an optional CCDA is also included in the event notifications and whether the data is incorporated into the destination system, Stephan may also be able to access information about this admission in his record within the primary

care provider's system using credentials previously issued to him by the practice.

Stephan can also grant access to his data to an authorized representative or third party of his choice, using a client application that supports consumer-directed exchange.

Stephan's Health Information Exchange Summary

1. Stephan's ER admission was communicated in real time from the hospital using Event Notifications via the Direct Standard.

Upon admission, the HL7 ADT message was generated and transmitted in a Direct message according to the standard. The Event Notifications via the Direct Standard capability is made available by using **EMR Direct Interoperability Engine**, and has been integrated into ONC 2015 Edition certified **iCare EHR** software to send or receive Direct messages to meet the DirectTrust standard and CMS's patient event notification

About iCare

The iCare Enterprise Cloud EHR is transforming the Healthcare industry with its modern architecture and fully integrated Big Data capability. Legacy on-premise EHR systems are built on outdated client-server systems that are costly, closed, inflexible and slow to innovate. With iCare, everything changes. Our customers focus on patient care, not software. To learn more visit <http://icare.com>.

About EMR Direct

EMR Direct provides affordable interoperability solutions to support secure health information exchange. Its Interoperability Engine platform is ONC 2015 Edition Certified and integrates seamlessly into other applications without requiring expensive, one-off, peer-to-peer interfaces. phiMail Direct Messaging HISP (Health Information Service Provider) service is DirectTrust accredited and is available through an EMR or other application via rapid-integration SDK, within Epic or MEDITECH EHRs, or through interface engines and other SMTP clients. Interoperability Engine's phiQuery service allows data holders to provide FHIR, OAuth, OpenID, or IHE services and an API management platform without standing up and managing these services themselves.

requirements. This Patient Event Notification use case was deployed through a simple integration using the phiMail API. phiMail Direct Messaging "HISP" service, a component of EMR Direct Interoperability Engine, includes native support for the Implementation Guide for Expressing Context in Direct Messaging, a key element of Event Notifications via the Direct Standard.

2. Once assembled into a Direct message, the event notification about Stephan can be transmitted to any care team members whose Direct address can be looked up in the nationwide DirectTrust directory or in NPPES.
3. The EMR system at Stephan's primary care provider can automatically match on Stephan's patient demographics included as message context in the specialized attachment intended for this purpose, and can make records sent with the notification available as FHIR resources in Stephan's record, too.

