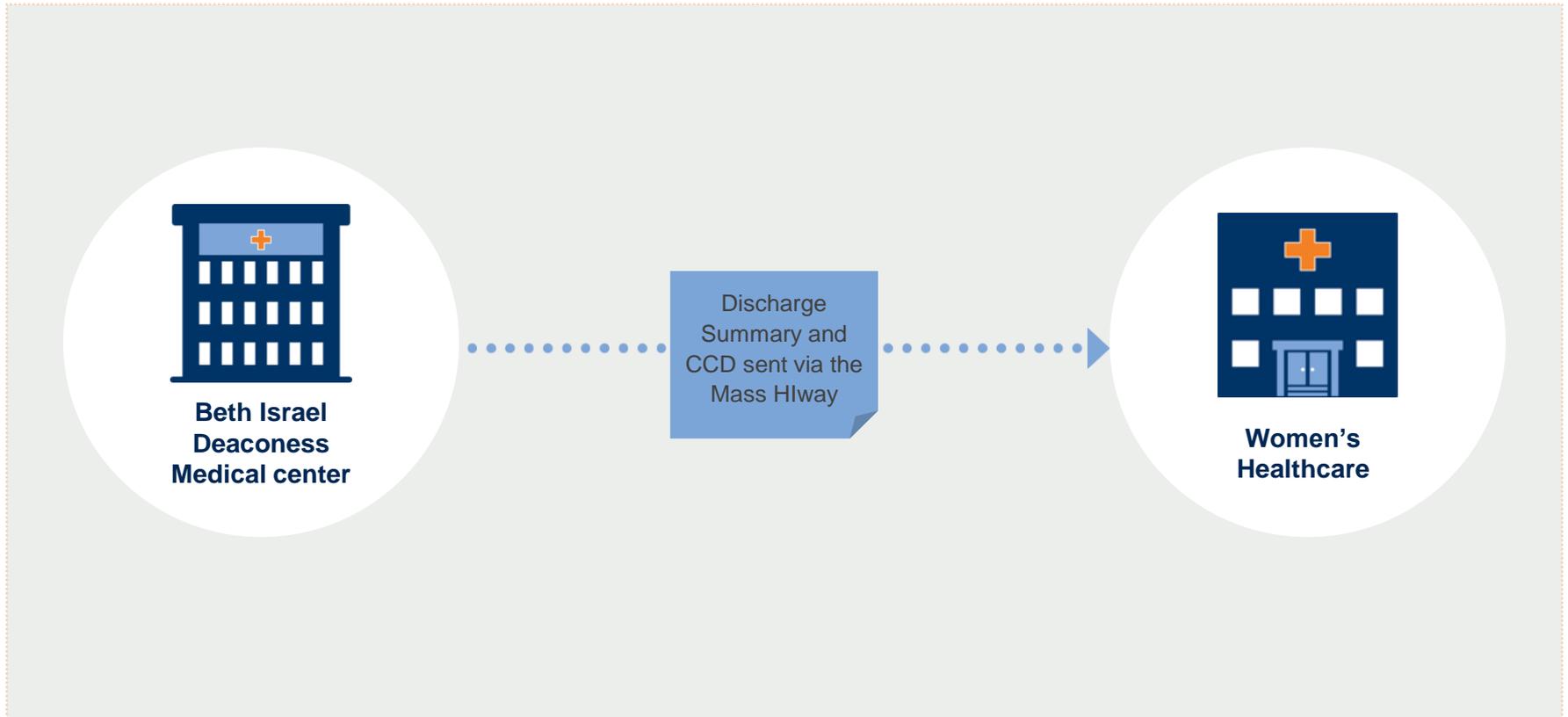


DISCHARGE SUMMARIES USE CASE

DISCHARGE SUMMARIES FROM HOSPITAL TO HEALTHCARE PRACTICE



GOAL

Improve the process of receiving Discharge Summaries from partner hospitals. Reduce delays in patient care as trading partners transition away from faxing and to electronic document exchange

DISCHARGE SUMMARIES FROM HOSPITAL TO HEALTHCARE PRACTICE

ORGANIZATION

Women's Healthcare (Anna Jaques Hospital affiliate)

GOAL

Reduce delays in patient care by updating and automating the process of receiving Discharge Summaries from BIDMC, thereby eliminating potential avenues for data errors.

TRADING PARTNERS AND SYSTEMS

- Women's Healthcare (Anna Jaques Hospital affiliate)
- Beth Israel Deaconess Medical Center (BIDMC)

DATA TO EXCHANGE

- Discharge Summaries
- Continuity of Care Documents (CCDs)

STORY

Women's Healthcare often receives Discharge Summaries from BIDMC. In the past, these documents were received by fax and had to be manually assigned to a patient. The process was often prone to data errors as handwriting may be difficult to read. Physicians regularly had to go in to update the patients' electronic health record (EHR) as needed.

Women's Healthcare implemented a new workflow to automatically upload Discharge Summaries and CCDs to the correct patient's record, thereby eliminating the manual process.

When a patient is discharged from BIDMC, an automated message with the Discharge Summary and CCD is sent to one of the seven providers at Women's Healthcare. The Administrator at Women's Healthcare checks the message in the EHR and confirms that the system has matched and added the documentation to the correct patient's record.

Receiving the documents automatically has reduced recording errors related to illegible faxes, and has decreased the amount of time required for physicians to update patient records.