



## Primary Care Providers

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### WHY IS THE HEALTH INFORMATION EXCHANGE (HIE) IMPORTANT FOR PROVIDERS?

Primary care is the foundation of our health care system and essential to better health outcomes, lower costs and healthier families and communities. Primary care is the first point of care for most patients, needs to be comprehensive, follow the patient from childhood through old age, focus on prevention, and coordinate the care across various settings and providers. Access to the right information at the right time can empower the provider to provide the most comprehensive care your patients have come to expect more efficiently.

Montana providers experience fragmented health information due to lack of interoperability between different EHRs. Big Sky Care Connect's (BSSC) state-wide HIE will allow secure electronic sharing of health records to streamline communication between providers, payors and patients.

### HOW CAN MY PRACTICE/ORGANIZATION BENEFIT FROM USING THE HIE?

- **Improve patient safety:** see the most current medication list and track medication fills to prevent harm to patients from adverse reactions and over utilization of narcotics
- **Avoid readmission:** receive Admission, Discharge, Transfer (ADT) alerts from hospitals and emergency rooms so you can follow up with your patient in a timely manner
- **Improve patient outcomes:** improve decision making by having access to more comprehensive data at your fingertips
- **Save time and increase patient satisfaction:** reduce faxing, phone calls, and passwords (single sign on) to track down patient records so you have more time to spend with your patients
- **Enhance care coordination:** track referrals and increase communication with other members of the health care team with Secure Messaging
- **Reduce cost:** reduce redundant and unnecessary testing and decrease administrative burden

## WHAT TYPES OF INFORMATION CAN BE SHARED TO ALLOW FOR COLLABORATION WITH THE HIE?

BSCC will collect data from disparate Electronic Medical Records (EMR) then store, manage, and normalize the data so all Montana providers have quick and easy access to this longitudinal patient record. Available patient information includes vital clinical data from participating facilities such as recent discharge summaries, medication list, allergies, problem list, immunizations, screening, advance directives, test results, Federal Systems Access (e.g., VA, DoD, IHS) via eHealth Exchange, ADT Alerts, and Prescription Drug Monitoring Program (PDMP) integration.

## HOW DOES THIS IMPACT MONTANANS?

- It addresses how limited access to care negatively affects many Montanans
- It also addresses the fact that, “Most Montana counties are designated as Health Professional Shortage Areas (HPSA). Of the 56 Montana counties, 54 are designated as Primary Care HPSA, 55 as Mental Health HPSA, and 41 as a Dental HPSA”<sup>1</sup>
- Increases the likelihood of annual visits/preventive care
- It connects the various patient providers of
  - Displaced families, children due to fire
  - Children having separated parents in different towns
  - Children in foster care
  - Adults traveling out of state for work

## HOW DO I KNOW MY PATIENT’S INFORMATION WILL BE SECURE WITH THE HIE?

All patient information is stored securely and handled confidentially, meeting HIPAA standards. The HIE utilizes a single sign-on authentication service and Trusted Exchange Framework to thoroughly verify a user’s identity. Patient data access is tracked and audited in accordance with regulatory requirements.

## USE CASES SPECIFIC TO AUDIENCE

- Quality Improvement in a Primary Care Practice
  - <https://www.healthit.gov/case-study/quality-improvement-primary-care-practice>
- Improving Tobacco Use Screening and Smoking Cessation in a Primary Care Practice
  - <https://www.healthit.gov/case-study/improving-tobacco-use-screening-and-smoking-cessation-primary-care-practice>

## ROI STUDIES

- HIE ROI Tool note: from the Rural Health Resource Center
  - <https://www.healthit.gov/resource/hie-roi-tool-note-rural-health-resource-center>

## REFERENCES

1. <https://www.healthit.gov/topic/health-it-basics/hie-benefits>
2. <https://www.healthit.gov/playbook/health-information-exchange/>



Montana's Premier Health Information Exchange

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