



### JHIE will become Reliance eHealth Collaborative

Over the past year, we have grown rapidly and continue to see future opportunities to **bring health information in real-time to providers *when and where it is needed.*** As we expand our services and reach beyond our Southern Oregon roots, *our name, our brand and our message* must also accurately reflect who we are.

To this end, we invited our users and stakeholders to help us find a new name that represents the benefits we bring to providers, payers and the patients in their care. The characteristics that resonated most with our stakeholders were *reliability, integrity and trust.* These descriptors are more than just words; they truly represent our values and have inspired our new brand that is reflective of the transformation in our organization **from which we proudly emerge:**

# Reliance

eHEALTH COLLABORATIVE

Over the next month, we will be launching our new website and transitioning to a new domain name as well as improving our educational materials. We look forward to introducing you to our new brand, while continuing to provide you with the very best customer service along with products that meet your growing health information exchange needs.

Sincerely,

The Reliance Team

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### Participating Practices and Clinics



Visit our [website](#) for an up-to-date list of JHIE participating clinics and practices!

To join JHIE, contact [support@jhie.org](mailto:support@jhie.org).

[Join Our Mailing List!](#)

## JHIE News

### Meet JHIE's Help Desk Hero

Have you ever called the JHIE help desk?

If yes, chances are you spoke to Dallas Garrison, JHIE's help desk application specialist.

## JHIE News

### JHIE Launches New Services in 2017

In 2017, JHIE will be launching new services that provide our participants with even more ways to coordinate with other members of the care team and meet quality reporting requirements:

**Veteran's Administration Connectivity:** JHIE users will be able to search for and view care summaries for their patients who also access health care at US Veteran's Administration (VA) facilities nationwide.

**Behavioral Health Information Exchange:** Integration of mental health and substance use treatment data into the Community Health Record based on a common consent model that is compliant with Federal regulations.

**Clinical event notifications:** Get alerts and reports based on clinical data received from all JHIE data contributors, including notifications based on a lab value, vital sign, clinical note and other valuable clinical information.

**Population Health and Clinical Quality Metrics:** Get data on patient populations, gaps in care, and reporting and analytics to support incentive based contracts, quality reporting for Medicare and Medicaid, and meaningful use reporting.

Stay tuned! JHIE will be offering training webinars and user guides.

## Meet JHIE Users

### JHIE Increases Patient and Staff Satisfaction at Sanford Children's Clinic

Sanford Children's Clinic in Klamath Falls is a JHIE participating practice and is part of Sanford Health, one of the largest health systems in the nation with 43 hospitals and nearly 250 clinics in nine states and three countries. As a child-focused provider of care, Sanford believes in the healing power of play, as evidenced by its castle-themed clinic, which provides a fun and engaging environment for children.

Megan Harris, clinical supervisor, Sanford Children's Clinic in Klamath Falls, stated, "We joined in hopes of obtaining real time access with other facilities in network, especially lab and radiology results along with referral tracking."

Harris notes that the clinic uses the JHIE Community Health Record multiple times a day.

"It is so easily accessible that we can pull up results while still on the phone with a family member or patient, or quickly access it while patients are in the exam room. I also rely on it to get results on overdue labs and other tests," she said.

In cooperation with Sky Lakes Medical Center for hospital and ancillary services, Sanford Children's Clinic offers a full range of services to children of all ages and their families and is the only facility in the region to offer pediatric endocrinology services.

Since using JHIE the clinic has not only experienced increased patient satisfaction but also has seen staff satisfaction as well. "Because the test results are resulted so quickly and the site is so easy to navigate, we are not



Since March 2016, Garrison has helped JHIE users resolve technical issues via email, over the phone or in person. He also maintains and monitors daily performance of interface systems and assists with analyzing and resolving system issues, often coordinating with technical resources, data sources, users, and internal JHIE staff to resolve issues.

He brings 12 years of extensive customer service experience to JHIE, most recently as a member service representative for Regence Blue Cross Blue Shield. For nearly nine years, Garrison answered members' questions about claims and benefits and assisted members, providers, brokers and employer groups with navigating and troubleshooting online services, resetting passwords, retrieving usernames and training team members.

Garrison also provided customer service at All American Sports Fan prior to his time at Regence and has completed coursework at Hamline University in St. Paul, Minn.

His experience benefits JHIE users, who can reach him at the help desk by emailing [support@jhie.org](mailto:support@jhie.org) or calling toll-free (855) 290-JHIE (5443).

## JHIE News

### Central Oregon Region Joins with JHIE

JHIE is pleased to announce that we are expanding into Central Oregon and interface work has begun with the following organizations who serve Bend, LaPine Madras, Prineville and Redmond:

**St. Charles Health System  
Highlakes Health Care  
Advanced Specialty Care  
Urology Specialists of Oregon  
Endocrinology Services Northwest  
Deschutes Rheumatology  
Internal Medicine Associates of Redmond**

hesitant to use JHIE," she said, commenting that she would "absolutely" encourage other providers in Oregon and Northern California to join JHIE.

"We hope to provide quicker and more efficient care to our families by being able to access their results as soon as they are resulted. Not only will this help avoid unnecessary suffering of the children, but may also decrease hospitalizations and increase patient/family satisfaction," she said.

Harris mentioned her team is also looking forward to utilizing JHIE eReferrals system.

## JHIE News

### Providence Health & Services Now Contributing to JHIE

JHIE proudly welcomes Providence Medford Medical Center, Hood River Memorial Hospital and the Providence Medical Group (PMG) Clinics in these communities to our growing list of data contributors.

Data flowing into JHIE beginning on October 6, includes ADT/face sheets, Laboratory results, Pathology reports, Radiology reports and transcriptions as well as ambulatory care summaries from the Medford and Hood River PMG clinics.

JHIE continues to work with Providence for data exchange with their remaining 6 Oregon hospitals.

Visit <http://jhie.org/participants/data-sources/> for a current list of all data contributing organizations.

## JHIE News

### Provider Practices Sharing Care Summaries Through JHIE Grows to 96

JHIE welcomed many new data contributors to the Community during the quarter. The number of practices and clinics contributing care summaries to JHIE at each closed encounter has grown to 96 in the past quarter, including Asante Physician Partners, La Clinica, One Community Health and Rogue Community Health among many others. The 96 practices and clinics comprise 104 practice locations. Visit <http://jhie.org/participants/data-sources/> for a current list.

### Advantages to Connecting your EHR with JHIE

Connecting your EHR to JHIE can improve productivity, help meet Meaningful Use requirements, and help better care for patients without ever having to leave the clinical record. With a JHIE interface, users can:

- Meet Stage 3 Meaningful Use requirements by receiving lab results, placing lab orders, sending transitions of care and more.
- Receive lab results and other reports for diagnostics performed on your patients, including those ordered by other providers.
- Send a Continuity of Care Document (CCD)/clinical summary to the JHIE community, where other providers caring for your patient can view

### Deschutes Foot & Ankle The Women's Center of Central Oregon Deschutes Osteoporosis Center

St. Charles is expected to go live in December 2016 with ADT/Face Sheets, Laboratory results, and Radiology Reports and each of the practices will contribute care summaries. Work over the next year will expand connectivity to include additional ambulatory data contributors as well as new data types from St. Charles.

Learn more about JHIE by contacting us at [info@jhie.org](mailto:info@jhie.org) or call us at (855) 290-5443.

## Find Up-to-Date Info

### Who Else Participates in JHIE?

Get up-to-date information on which of your colleagues is using JHIE eReferrals and the Community Health Record and who is contributing data. Visit

<http://jhie.org/participants/> to learn more.

## Need a Refresher?

### Sign Up for Refresher Training

JHIE provides refresher training to its enrolled participants due to any reason, such as staff turnover or increased usage.

The training allows the staff to become proficient with the software, which ultimately will provide them with the maximum benefits of the exchange.

If you wish to schedule training, contact [support@jhie.org](mailto:support@jhie.org) or call, toll-free, 1-855-290-JHIE (5443).

## JHIE is Here for You

### Do you have a technical question about using JHIE?

If you need help, simply reach out to our team at [helpdesk@jhie.org](mailto:helpdesk@jhie.org) or call toll-free 1-855-290-JHIE (5443)ext. 1. JHIE will help answer your question and resolve the issue.

## Quick Links

[Enroll in JHIE](#)

[Visit Our Website](#)

[Contact Us](#)

[Past Issues](#)

## Share Your Success

information without having to call your office for the information or repeat tests on your patient.

- Query the JHIE community health record right from the patient's chart in your EHR to understand who else is caring for your patient and what information they have made available for you to better care for your patient.
- Coordinate care when your patients are discharged from the hospital, helping you to meet CMS requirements for transitions of care.
- Communicate via secure messaging with other providers in the JHIE network as well as those in other "Trusted" Direct messaging networks.

Learn how your organization can contribute care summaries to the Community Health Record. Contact JHIE at [info@jhie.org](mailto:info@jhie.org) or call us at (855) 290-5443.

## Stories Sought

JHIE is helping providers save time and provide more efficient care.

Do you have a story that demonstrates the benefits of health information exchange?

Have you been able to streamline a process or provide a better patient experience?

Let us know about it! You and your practice could be featured in an upcoming newsletter.

Simply email us at [support@jhie.org](mailto:support@jhie.org). We will be happy to share and celebrate your success!

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