



Greetings!

As we promised in our last issue of *The Exchange*, in 2014 we are highlighting several features that you can expect from Jefferson Health Information Exchange (JHIE). Our first profile on the benefits of the JHIE Clinical Inbox is below.

The efficiencies and savings of JHIE are also featured throughout this edition, which includes stories of participants who save time, improve patient care and gain peace of mind with JHIE referrals.

To enjoy these benefits, join JHIE today or, if you are already participating, invite other practices your colleagues to become part of JHIE. Simply contact our implementation team at info@jhie.org or <http://jhie.org/contact-us/> to join your colleagues who are already participating in JHIE.

Yours in good health,

The JHIE Team

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JHIE News

User Groups Highlight Efficiencies and Savings

One of the keys to JHIE's success is the valuable feedback from participants learned at the JHIE User Group meetings, which are held monthly on a rotating basis in and Jackson, Josephine and Klamath Counties.

Welcome



Current participating clinics and practices in JHIE include:

Jackson County

Adapt Physical Therapy
Addictions Recovery Center
Advanced Pain Care
Allergy and Asthma Center-
Ashland Location
Allergy and Asthma Center-
Medford Location
Ashland Orthopedic Associates
Ashland Surgery Center
Bison Vision Center
Jefferson Neurology
Katherine Warner, PhD
Lovejoy Counseling Center
La Clinica - West Medford
Medford Medical Clinic
Medical Eye Center - Medford
Meducation
Oregon Ear Nose and Throat
Oral & Maxillofacial Surgery Center of
Oregon - Medford
Peter Grant, MD
Renal Care Consultants
Retina & Vitreous Center
Rogue Valley Manor
Rogue Valley Urology
Siskiyou Massage
Southern Oregon Cardiology
Southern Oregon Neurosurgical
Valley Immediate Care -
North Medford Medical
Valley Immediate Care -

"Hearing from the JHIE participants allows our team to better meet the needs of JHIE users," said Paula Weldon, JHIE project manager.

Weldon mentioned that referrals, particularly cross-county referrals, have been an area of interest during the past several sessions. Many enrolled users in the community, like Addictions Recovery Center, are committed to reaching out and working with other providers to encourage them to enroll if they have not yet joined JHIE and to help those who are participating experience the benefits of JHIE. She noted that Cardiology Associates and Grant Pass Surgical Center are two clinics in the region with large amounts of referrals coming through JHIE.

During the last quarter, 33 participants attended user groups held in the three-county region.

"Many of the participants are very enthusiastic about JHIE and its ease of use," said Judy Beecher, administrator at Dr. Peter Grant's Clinic. The physical medicine and rehabilitation office, which is located in Medford, had announced their commitment to go paperless in 2014 and expressed that JHIE will be helping them reach that goal. Beecher mentioned that, "by using JHIE, we saved not only time, but saved money on paper and shredding, too."

Efficiency and savings continue to be recurring themes. "JHIE streamlines the referral process for me, knowing that a referral has been received or accepted, or being able to see immediately that a patient has been scheduled. It saves a lot of time, not waiting on hold or shuffling through papers," said Kimberly Holler of Klamath Open Door.

Holler also mentioned that JHIE increases efficiency in the referral process that translates to improved patient care and less overall stress for the staff, creating a more positive work environment.

Benefits for Primary Care

JHIE Referral Functionality Can Help PCPs Save Time and Money

In a *New York Times* blog regarding the primary care physician (PCP) shortage, Pauline W. Chen, M.D., referred to a 2012 study published in *The Journal of the American Medical Association* that outlined the environment and challenges PCPs face on a daily basis when caring for patients:

- PCPs work as many hours as, or more, than subspecialists.
- PCPs have more paperwork and bear "disproportionate responsibility for the bureaucratic aspects of patient care."

Improving workflow efficiencies that save time and paperwork and improve access to information at the time and place of care is what JHIE is helping PCPs and other providers do every day.

South Medford Medical
Valley Immediate Care - Valley
Occupational Health

Josephine County

Allergy and Asthma Center-
Grants Pass Location
Ambulatory Foot Center
Clear Creek Family Practice
Grants Pass Clinic, LLP
Grants Pass Pediatric Dentistry
and Orthodontics
Grants Pass Podiatry
Grants Pass Surgery Center, LLC
Grants Pass Surgical Associates
LoveJoy Hospice
Medical Eye Center - Grants Pass
Paragon Orthopedics
Valley Immediate Care - Grants Pass
Medical Office
Women's Health Center

Klamath County

Allergy and Asthma Center-
Klamath Falls Location
Applewood Women's Clinic
Basin Immediate Care
Cascade East Family Medicine
Heartfelt Obstetrics and
Gynecology Clinic
Klamath Heart Clinic
Klamath Open Door
Klamath Orthopedics and
Sports Medicine
Klamath Pulmonary & Critical Care
Klamath Sleep Medicine
Sky Lakes Adult Medicine
Sky Lakes Family Medicine
The Children Clinic of Klamath

Visit our [website](#) for an up-to-date list of JHIE participants!

To join JHIE, contact info@jhie.org.

[Join Our Mailing List!](#)

JHIE by the Numbers

As Southern Oregon's health information exchange whose mission is to facilitate patient-centered care through a community-driven and provider-led collaboration that promotes better health and provides value through secure and trusted patient information sharing, JHIE aims to have all hospitals, clinics and health care providers in the region exchanging information in a secure and standardized manner.

JHIE also streamlines workflows within a clinic. Without JHIE, the referring practice has to fax a specific form to a dedicated medical records fax line. By the time of the patient's appointment the fax with the patient's medical information often has not made it to the chart. The lack of information prompts the clinic to contact the referring practice to re-fax the information, creating even more backlogs and waste.

By using JHIE for referrals, one specialist office estimated that it saves two to four hours *every day*. For a primary care office, the savings is up to two hours per day. The time savings is attributed to not having to monitor the fax machine for both incoming and outgoing faxes and by not being interrupted by phone calls by colleagues wanting to know if the patient is scheduled.

JHIE's referral functionality gives referral staff and other providers the ability to:

- Check the real time status of referrals.
- Determine if the referral is accepted.
- Know at the time of the referral what information is needed in order to complete the referral.
- Receive alerts if the referral requires additional information.
- Receive notification when the patient is seen or if they are a "no show."
- Determine if the referral is closed, what was the outcome of the referral or if follow up is required.

The savings from JHIE are compelling, and there is an intangible benefit of the JHIE referral function that is just as important. For staff, there is a peace of mind in knowing where the patient is in the process of care and in knowing that the information you sent was actually received and acted upon. For patients, it is the seamless experience that occurs from visit to visit when all of their providers have the information needed to support their care.

Coming Soon!

A One-Stop Shop for All Your Patients' Information

How can JHIE help your practice improve results management? The answer is simple: the JHIE Consolidated Clinical Inbox.

The JHIE Consolidated Clinical Inbox is a one-stop resource that allows you to view, manage and send results to your EHR where direct interfaces do not exist. JHIE Consolidated Clinical Inbox is where users can view their patients' clinical results and reports from all participating data sources. The results are delivered in real-time, including alerts for abnormal results; allowing for immediate follow up. From the JHIE Consolidated Clinical Inbox, you can view, filter, sort, print results, and much more.

Hospitals, independent physician associations (IPA) and clinics, and Continuous Care Organizations (CCOs) participate in the JHIE, which is growing rapidly in enrollment and adoption. Since February 2013, JHIE has enrolled:

58 clinics enrolled
366 providers
21 clinics/practices are currently in the enrollment or training process

If you wish to join JHIE or work with a practice you would like to enroll in JHIE, contact info@jhie.org or call, toll-free, 1-855-290-5443.

Quick Links

[Enroll in JHIE](#)

[Visit Our Website](#)

[Contact Us](#)

[Past Issues](#)

Share Your Success!

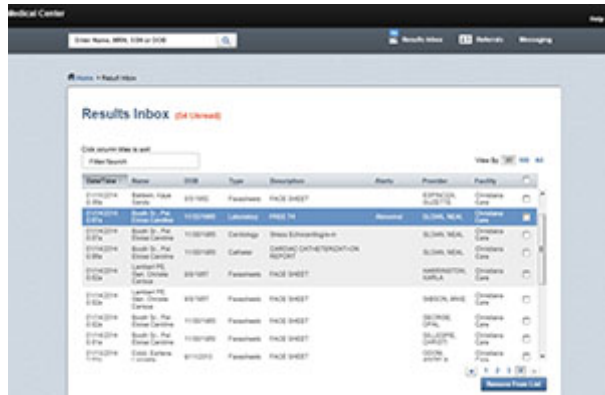
JHIE is already helping providers save time and provide more efficient care.

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 info@jhie.org. We will be happy to share and celebrate your success!



What is available in the JHIE Consolidated Clinical Inbox?

The JHIE Consolidated Clinical Inbox includes the following information for your patients or those of your clinical practice, including:

- Hospital and Emergency admissions
- Discharge summaries
- Lab results
- Radiology reports
- Pathology reports
- Cardiology studies
- Patient Summaries (continuity of care documents), including medications, allergies and problem lists

Where does the patient information come from?

Upon our initial go-live of the JHIE Consolidated Clinical Inbox, users will receive information in their Inbox from Asante Health System (Ashland Community Hospital, Rogue Regional Medical Center, and Three Rivers Medical Center); and Sky Lakes Medical Center.

Don't see your primary lab, radiology or hospitals on this list?

JHIE is working diligently to bring other sources of patient information on board. Help us by contacting the lab, radiology and hospitals you do business with and ask them to join JHIE and send their results to you via JHIE!

If I have an EHR why do I need the JHIE Consolidated Clinical Inbox?

The JHIE consolidated inbox helps EHR users manage results electronically eliminating the need for scanning and extra data entry. Discrete data from the JHIE Consolidated Clinical Inbox can be moved to the EHR electronically based on the user's EHR capabilities.

Not an EHR user? No problem!

Users simply power up their Internet browsers and log in. The JHIE Consolidated Clinical Inbox provides a single point



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 info@jhie.org or call, toll-free, 1-855-290-5443.

In Our Next Issue

Discover the Benefits of EHR-JHIE Connection

Our next issue of *The Exchange* will highlight how providers can connect their EHRs with JHIE via a bundled interface that will help you meet meaningful use stage 2 requirements and send discrete data directly into your electronic record, including lab results, radiology reports, discharge summaries and more. Additionally, you will be able to order tests and send and receive summary records (CCDs) to promote coordination of care. What's more, JHIE does not require you to change the interface every time a new data source is added to JHIE. You decide what information you want in your EMR and we configure it for you.

Don't want to wait until the next issue to learn more? Contact JHIE at info@jhie.org or (855)-290-JHIE (5443) for more information about interfaces with JHIE and working with your EHR vendor.

of access to your patient's information that you can configure to accommodate your paper workflow.

For example, does Nurse Judy manage all of your office's lab results? Set JHIE to print to Judy's printer in batches several times a day. Judy can also set JHIE to print all of the abnormal lab results first or to print by patient. No more sorting and deciding which report is most important. JHIE does the work for her.

When can I start using the inbox?

The JHIE Consolidated Clinical Inbox is coming in July 2014. Those who are already enrolled in JHIE at that time will be the first to have access to the inbox. When the current users of JHIE's referrals system are live on the Inbox, JHIE staff will begin bringing new users live on the inbox.

To secure your Consolidated Clinical Inbox enrollment, join JHIE today by contacting info@jhie.org or calling, toll-free, 1-855-290-5443.

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