



## The Exchange

December  
2014

### Season's Greetings!

As you enjoy the holiday season, the Jefferson Health Information Exchange (JHIE) team is hard at work to better meet the needs of our users and participants. We also are committed to helping you tailor your workflow to maximize the benefits of using JHIE, which is profiled in this newsletter.

By working together with you, we will further enable patient-centered care in Southern Oregon, create efficiencies for providers and improve the health care in our community.

If you work with a practice that you would like to enroll in JHIE, contact [info@jhie.org](mailto:info@jhie.org) or call toll-free (855) 290-JHIE (5443).

Yours in good health,

The JHIE Team

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### Welcome



Clinics and practices currently participating in JHIE include:

#### ***Jackson County***

Active Health Chiropractic  
ADAPT Physical Therapy  
Addictions Recovery Center, Main St.  
Facility  
Advanced Pain Care  
Allergy and Asthma Center- Ashland  
Location  
Allergy and Asthma Center- Medford  
Location  
Ashland Orthopedic Associates  
Ashland Surgery Center  
Bison Vision Center  
Community Health Center- Ashland  
Community Health Center- Butte Falls  
Community Health Center- Medford  
Community Health Center- White City  
Jefferson Neurology  
Katherine Warner, PhD  
La Clinica - West Medford Health Center  
Lovejoy Counseling Services  
May Orthodontics  
Medford Medical Clinic  
Medford Sports Injury & Therapy Centers  
- North  
Medford Sports Injury & Therapy Centers  
- Progressive Rehabilitation  
Medford Sports Injury & Therapy Centers  
- South  
Medical Eye Center - Medford  
Meducation

## JHIE Benefits

### Helping Clinic Workflow Through JHIE

"How will JHIE affect our office workflow?"

"Is JHIE right for us?"

Practice/Clinic Managers want to know what to expect and what to tell their team as they prepare to join JHIE.

The JHIE implementation team understands how difficult it is to change workflow. It is often a challenge to think about introducing new processes. Our team works with you and your team to adapt JHIE into your existing workflow, giving you real time communication with other providers to close the referral loop. The JHIE team looks for opportunities to save you time, reduce duplicate work, streamline the patient's experience, and reduce the time it takes for them to be seen for the referral appointment.

*Read on to learn more about how JHIE saves time, creates workflow efficiency, saves money and, most importantly, ensures your patients get the care they need more quickly.*

### Benefits of incorporating JHIE into your workflow

In addition to the real time communication between clinics, the customizable referral preferences, and staff having peace of mind knowing a referral was received, JHIE users are seeing real benefits:

- Clinics experiencing the complete workflow have reported up to 20 hours a week in time savings. One specialty clinic reports seeing referred patients up to 2 days sooner than those referred on paper.
- Immediate action can be taken upon receipt of referral.
- JHIE electronic communication saves 2-6 hours for referral staff a day.
- Real time status updates allow for easy management of referrals possibly leading to a 4-6 hour time savings a week.

### Traditional workflow for referrals

Though each office has its own processes and workflows, when a primary care physician (PCP) determines a referral to a specialist is needed, generally a few basic steps occur.

First, referral staff begin processing the patient's specialty referral by faxing the required documentation to the specialty office.

OnTrack  
Oral & Maxillofacial Surgery Center of  
Oregon - Medford  
Oregon Ear Nose and Throat  
Peter Grant, MD PC  
Phoenix Counseling Center  
Providence ED Guides  
Rehabilitation Medicine Physicians of  
Southern Oregon PC  
Renal Care Consultants  
Retina & Vitreous Center - Ashland  
Location  
Rogue River Family Practice  
Rogue Valley Manor  
Rogue Valley Physicians - Creekside  
Family Medicine  
Rogue Valley Physicians - Family Practice  
Group  
Rogue Valley Physicians - Groskopp &  
Ryland  
Rogue Valley Physicians - Southern  
Oregon Internal Medicine  
Rogue Valley Physicians - Valley Family  
Practice  
Rogue Valley Urology  
Siskiyou Massage  
Southern Oregon Cardiology  
Southern Oregon Foot & Ankle  
Southern Oregon Neurosurgical & Spine  
Associates PC  
Southern Oregon Orthopedics  
Southern Oregon Pediatrics  
Surgery Center of Southern Oregon  
Valley Immediate Care - Ashland Medical  
Office  
Valley Immediate Care - North Medford  
Medical Office  
Valley Immediate Care - South Medford  
Medical Office  
Valley Immediate Care - Valley  
Occupational Health Office  
Wu Family Dentistry

### Josephine County

AllCare Health Plans (CCO)  
Allergy and Asthma Center- Grants Pass  
Location  
Ambulatory Foot Center  
Clear Creek Family Practice  
Grants Pass Clinic, LLP  
Grants Pass Family Medicine  
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  
Mountainview Family Practice  
Paragon Orthopedics  
Bruce E. Perry MD  
Retina & Vitreous Center - Grants Pass  
Location  
Siskiyou Pediatric Clinic LLP

But what happens to the fax? Some common challenges with faxing include:

- Fax is never received.
- Fax is confirmed, but specialty clinic never received it.
- Fax is received, but is unreadable.
- Fax is received, but is missing pages.
- Fax is received, but paper is misplaced or given to the wrong provider.

When this happens, the PCP office must follow-up with the specialty office via phone calls. Additionally, the PCP office may receive requests from the specialty office for patient records or test results that did not accompany the original referral. These delays may have a negative impact on patient care, including lost referrals, delayed scheduling and slower treatment.

#### **JHIE Workflow**

In an office using JHIE, the challenges posed by faxing are reduced for both the PCP and specialist.

#### **PCP**

- After the PCP determines a referral is needed and obtains the authorizations, the staff initiates the referral through JHIE.
- Staff selects the specialist in JHIE and completes the necessary prerequisite information required by the specialty practice.
- JHIE delivers the referral to the requested specialist electronically, securely and in real time.

#### **Specialist**

- At the specialty clinic, an email alert notifies the specialist that a referral has been received.
- The specialty clinic reviews the received referral and documentation via JHIE, accepts the referral and schedules the patient for an appointment.
- Post-appointment, the specialty clinic attaches consult notes to the referral in JHIE, and the PCP staff completes their patient record by importing the consult note into the patient's electronic health record. This process of acceptance, scheduling and completion is reported real time to the PCP.

In the workflow process, JHIE:

- Allows for customizable referral preferences.
- Enables for real time communication between clinics.
- Assists staff seeking to attach electronic documents into JHIE as well as uploading into the EHR.

Valley Immediate Care - Grants Pass  
Medical Office  
WellSpring Family Practice  
WellSpring Family Practice North  
Women's Health Center of Southern  
Oregon

#### **Klamath County**

Allergy and Asthma Center- Klamath Falls  
Location  
Applewood Women's Clinic  
Basin Immediate Care  
Cascade Comprehensive Care  
Cascade East Family Medicine Center  
Heartfelt Obstetrics and Gynecology  
Clinic  
Klamath Basin Behavioral Health  
Klamath Heart Clinic  
Klamath Open Door  
Klamath Orthopedics and Sports Medicine  
Klamath Pulmonary & Critical Care  
Klamath Sleep Medicine Center  
Klamath Walk In Care Center  
Klamath Women's Center LLC  
Klamath Women's Clinic  
Sky Lakes Adult Medicine  
Sky Lakes Cancer Treatment Center  
Sky Lakes Family Medicine  
The Children Clinic of Klamath  
Transformations Wellness Center

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

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

**Join Our Mailing List!**

#### **JHIE by the Numbers**

As Southern Oregon's health information exchange, we aim to have all hospitals, clinics and health care providers in the region exchanging information in a secure and standardized manner. Our 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.

Hospitals, independent physician associations (IPA), clinics, and Continuous Care Organizations (CCO) participate in the JHIE, which is growing rapidly in enrollment and adoption.

From Jan. 1 through the end of Nov. 2014:

**90** clinics/practices enrolled

- Keeps the referring provider's staff informed of the patient's progress during every step of the referral process.
- Provides reason given by specialty clinic for rejecting a referral.

To improve your workflow and take advantage of the benefits that JHIE provides, contact [info@jhie.org](mailto:info@jhie.org) or call (855) 290-JHIE (5443) for more information about connecting with JHIE.

## Benefits

### Top 10 Reasons to Join JHIE

In a nod to late night talk show host David Letterman, who made the "top ten" list famous, we present the "Top 10 Reasons to Join JHIE." Unlike Letterman's lists, this one is no joke.

10. Track your referrals in real time.
9. Experience efficient and effective referrals - no more fax machine malfunctions!
8. Access and participate in a JHIE User Group, which meets once a quarter and provides face-to-face interaction with other clinics, opportunities to promote your own clinic, as well as a forum to discuss JHIE best practices.
7. Receive referral status updates electronically.
6. Reduce the number of referrals received without the necessary or requested documentation.
5. Strengthen privacy and security through encryption, point-to-point communication and electronic auditing processes.
4. Meet Meaningful Use requirements for transitions of care.
3. Raise your clinic's profile within the community, increasing referrals and becoming part of the "in" JHIE crowd.
2. Streamline workflow - use the JHIE worklist to decrease paper processes and speed up the time from referral to care.
1. Give your patients the best possible health care experience by getting them into care sooner and keeping "in the loop" on their progress when seen by other providers.

**454** providers enrolled  
**5** clinics/practices are currently in the enrollment or training process

If you wish to join JHIE or work with a practice that you would like to enroll in JHIE, contact [info@jhie.org](mailto:info@jhie.org) or call, toll-free 1-855-290-JHIE (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](mailto:info@jhie.org). We will be happy to share and celebrate your success!

## JHIE News

### JHIE Users Have Greater Access Thanks to CareAccord Connection

In October, JHIE successfully tested and exchanged Direct secure messages with CareAccord, Oregon's Health Information Exchange, which is administered by the Oregon Health Authority.

For JHIE users, the CareAccord connection allows a JHIE user to send and receive patient records to and from a CareAccord user. This connectivity works just like email. For example, a Yahoo mail user can send and receive emails to a Gmail user. With JHIE and CareAccord, it works the same way...only in this case, the mail is secure. When a patient is referred to Portland for a consult or surgery, a participating JHIE provider in our region can now send records and communicate with the Portland provider via Direct secure messaging using JHIE. Prior to the CareAccord connection, all records typically had to be faxed, mailed, or carried by the patient.

Enabling the electronic exchange of patient records with providers outside of JHIE reaps benefits. When working with providers in other regions who are not participating in JHIE, the CareAccord connection reduces phone calls and faxing, making consults, referrals and record sharing more efficient, strengthening privacy and security through encryption and point-to-point communication.

For questions regarding JHIE's connectivity with CareAccord, email [info@jhie.org](mailto:info@jhie.org) or call (855) 290-JHIE (5443).

## Meet JHIE Users

### Southern Oregon Pediatrics Experiences Better Referrals with JHIE

Southern Oregon Pediatrics has been serving children and families since 1993. The practice became a JHIE participant in March 2014.

As a pediatric office that provides primary care, the practice frequently refers patients to specialists. "We joined JHIE because a handful of the local specialists that we routinely refer to had joined," said Brenda Sankey, office manager. In addition to helping streamline referrals in a secure manner, Sankey noted that using JHIE helps the practice meet Meaningful Use standards and certified home qualifications.

According to Shawna Smithee, referral clerk at Southern Oregon Pediatrics, the pediatric practice has made 118 referrals through JHIE as of Nov. 20. Smithee observed that the number and frequency of the referral varies "depending on who we refer to and who is on the system." The practice primarily uses JHIE to refer patients to allergy, cardiology, orthopedic and urology specialists.

Smithee noted the peace of mind and ease of tracking referrals that using JHIE brings. "When I fax referrals, I may get a fax confirmation but it doesn't mean that it was



## 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](mailto:info@jhie.org) or call, toll-free, 1-855-290-JHIE (5443).

## First Step to HIE

### Object Identifier (OID) - The First Step to Health Information Exchange with Your EHR

For those connecting their EHR with the JHIE community, obtaining an OID (Object Identifier) is an important first step.

An OID is a numeric string that is used to uniquely identify an object, such as a practice, clinic or facility. OIDs are created by a Registration Authority and will always designate your organization to ensure the

received," she said. "With JHIE, I now know they received and accepted the referral."

When offices do not quickly accept the referral, she can send a message to follow up with the practice.

Smithee also said that through JHIE, attachments that are needed by the specialist are easily attached to the referral in JHIE and accompany the electronic referral. The specialist office can then view, download or print the documentation at any time. With faxing, "attachments are often lost and we have to resend them."

Sankey and Smithee noted that as more practices join the exchange, it is easier for primary care practices like Southern Oregon Pediatrics to streamline referrals. Sankey recommended specialists consider joining the JHIE network because of the efficiency.

Sankey also noted that several additional pediatric specialists are based out of the area, primarily in Portland, and looks forward to being able to refer to them in the future.

Don't miss out on referrals! If your practice has not yet connected, contact JHIE at [info@jhie.org](mailto:info@jhie.org) or (855) 290-JHIE (5443) for more information or to begin the process.

security of your information and organization.

OIDs are required to uniquely identify JHIE participants and allow you to securely exchange information from your EHR. By connecting your EHR with JHIE, you can achieve Meaningful Use 2 and 3 requirements for receiving lab data directly into your EHR, exchanging patient data across EHR platforms, and exchanging patient care summaries (continuity of care documents) to support transitions of care.

Requesting an OID is simple. Participants begin by logging on to <http://www.hl7.org/oid/> and selecting the proper links that will take them through the necessary fields. For details on OIDs and the process for obtaining an OID for your organization, view the [JHIE factsheet on requesting an OID](#).

Contact JHIE with your questions by emailing [info@jhie.org](mailto:info@jhie.org) or 1-855-290-JHIE (5443).

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