SYNCRONYS
Webinar Series

January 18, 2022

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1

collectivemedical
A PointClickCare Company

ORION HEALTH

Vynca

briljent

eHealth TECHNOLOGIES

HBIsolutions

RHODES GROUP

AGENDA

- News – Terri Stewart, CAO
- What we learned in the customer satisfaction survey – Terri Stewart, CAO
- Featured Presentation: ***"Tips for Using the SYNCRONYS HIE Clinical Portal"*** – April L. Salisbury, Director of Onboarding & Training

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2

NEWS – WE'RE GROWING

WWW.INDEED.COM – SEARCH 'SYNCRONYS'

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3

AT YOUR SERVICE

Victor Miramontes, MBA, BS, RT

Customer Relationship Manager

SYNCRONYS
5338 Montgomery Blvd. NE, Suite 400
Albuquerque, NM 87109
(505) 938-9902
vmiramontes@syncronys.org
www.Syncronys.org

4

AT YOUR SERVICE

Datenzing Tamang

Applications Analyst

SYNCRONYS
5338 Montgomery Blvd. NE, Suite 400
Albuquerque, NM 87109
dtamang@syncronys.org
www.Syncronys.org

5

AT YOUR SERVICE

Ralph Wallace, PMP

Project Manager

SYNCRONYS
5338 Montgomery Blvd. NE, Suite 400
Albuquerque, NM 87109
rwallace@syncronys.org
www.Syncronys.org

6

ENHANCING THE HIE HAS BROUGHT TOGETHER INNOVATORS . . .

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BETTER DATA. BETTER HEALTH.
HBIsolutions
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RS21 Health Lab
ORION HEALTH
eHealth TECHNOLOGIES

HUMAN SERVICES DEPARTMENT
CMS.gov
Centers for Medicare & Medicaid Services

. . . TO TRANSFORM LIVES & DELIVER HIGH QUALITY SOLUTIONS FOR HEALTHCARE IN NEW MEXICO

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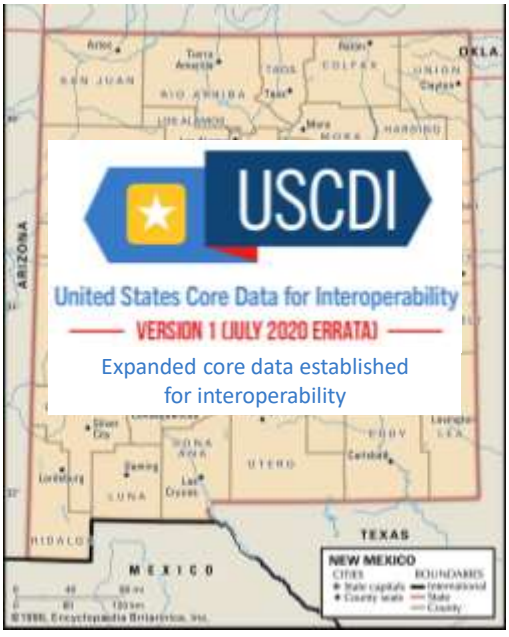
7

7



OUR OBJECTIVE

Exchange a standard data set between hospitals, clinics, federally qualified health centers, prisons and detention centers, skilled nursing facilities, long term care, home health agencies, independent physicians and behavioral health clinicians.

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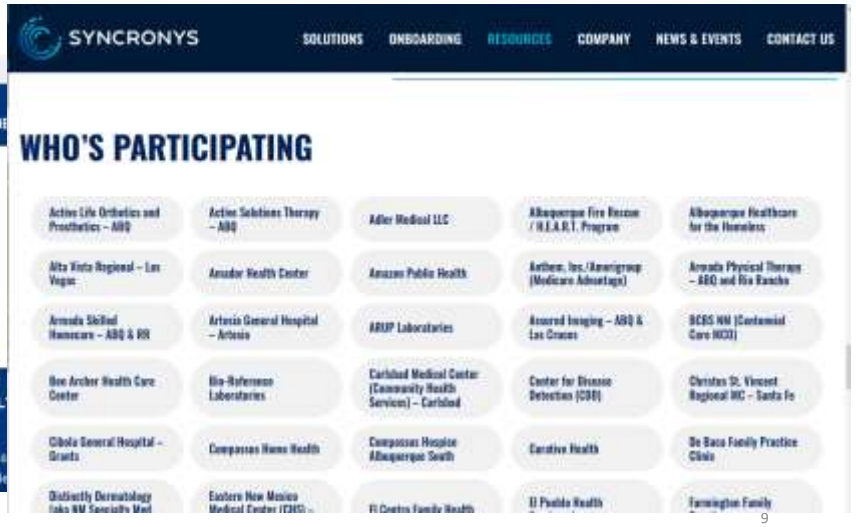
8

WWW.SYNCRONYS.ORG

Who is participating?



9

9

USER SURVEY FEEDBACK

"The biggest need is filling information gaps. Having more entities provide up to date information is the key to SYNCRONYS success."

"Encourage more organizations to send more data, especially notes."

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10

USER SURVEY FEEDBACK

- Remind us where to find job aids.
- Suggestions that we can take to Orion Health.
  - Additional search criteria, e.g., by phone number and home address.
  - Pre-format date of birth field to include forward slash.
  - Change patient search tab order to default to demographic searches.
  - Provide county with other demographics.
  - Show insurance information.
  - Identify landlines vs. cell numbers.

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11

Patient Search is Easy

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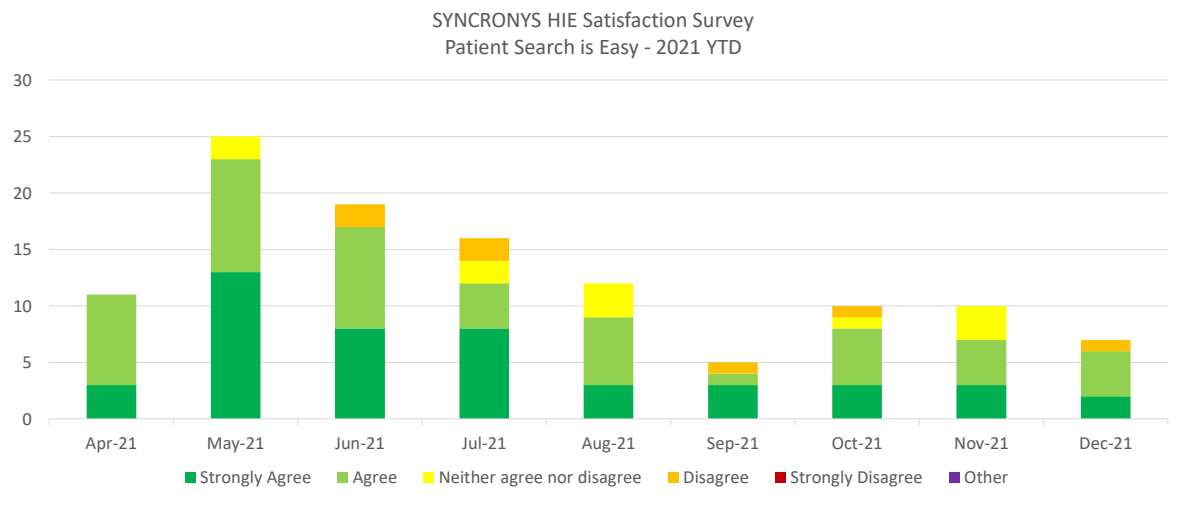

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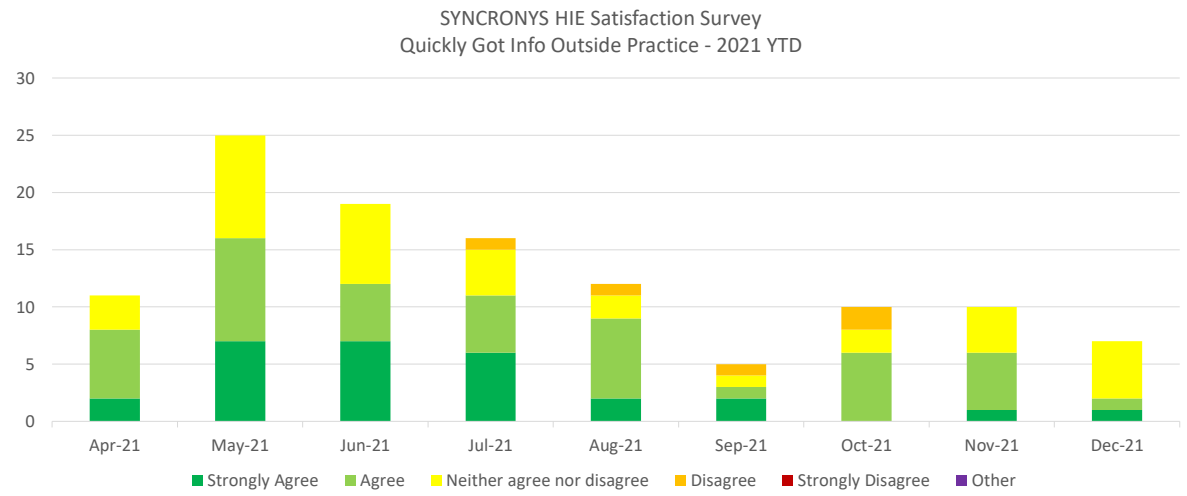
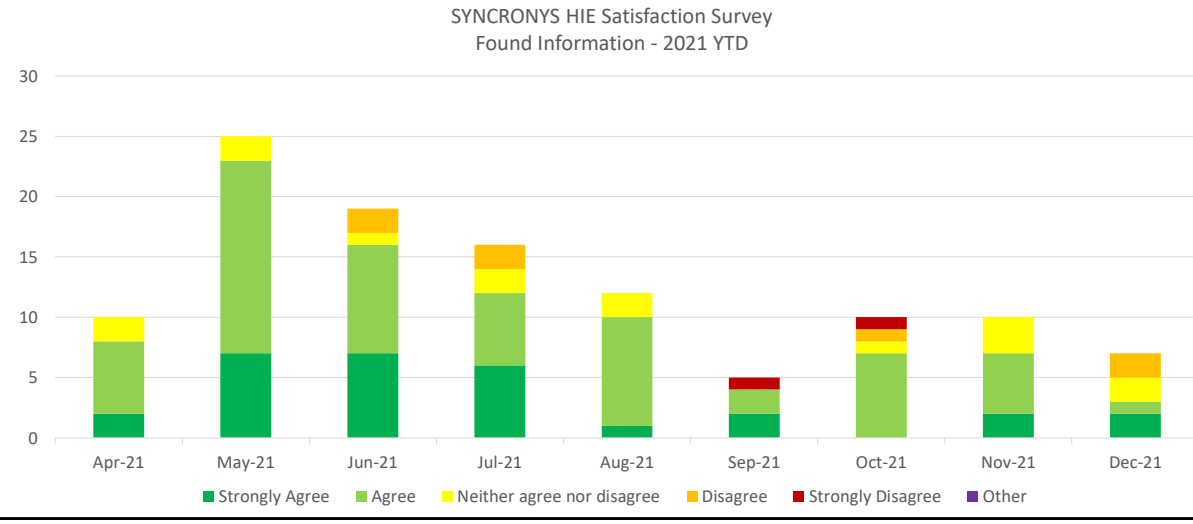
Quickly Got Info Outside Practice



13

Found Information



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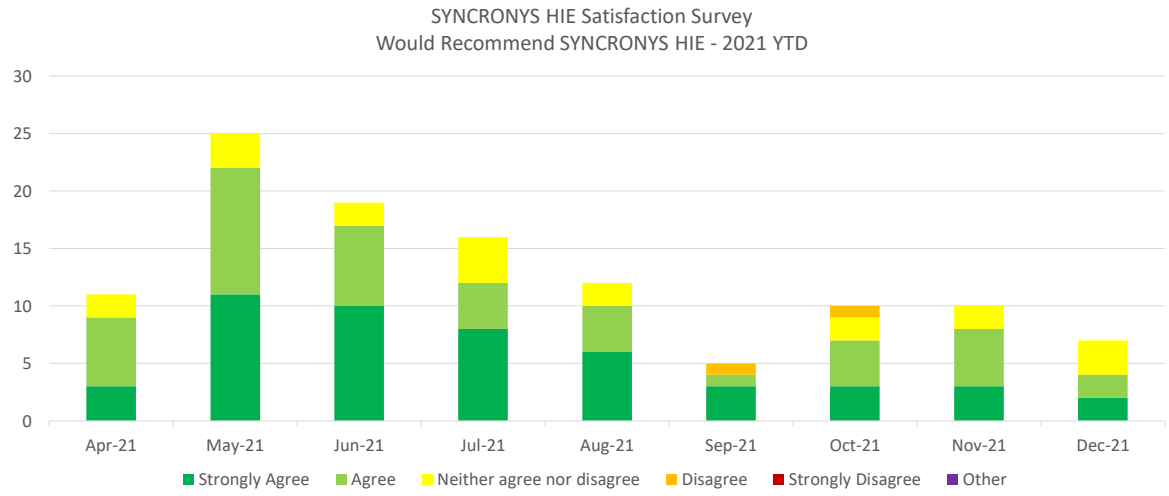
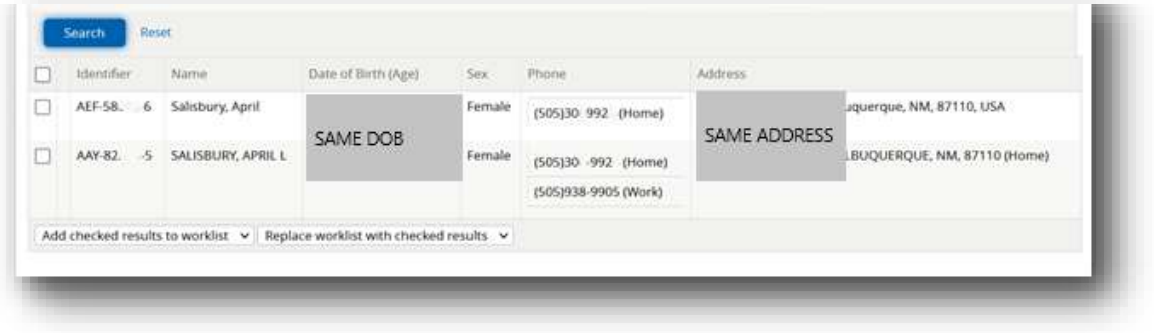
Would Recommend SYNCRONYS



15

User survey feedback



The most frequently mentioned dissatisfier is the volume of unmerged records for what seems like the same patient.

16

USER SURVEY FEEDBACK

- Very easy to use.
- Anytime Syncronys had updates they were very quick to update users and provide information around the update.
- The product and team are all great. They seem to think of what would be a good function well before we do.
- For our purpose, works fine.
- Thank you for doing this. Seamless care for New Mexicans! Please encourage all providers/organizations to sign up.

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17

Actions based upon survey

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- Webinar topic January 18, 2022, user tips for patient search & selection
- Sending an email blast of tips to HIE portal users
- Developing additional training materials, based on the webinar
- Ongoing work on EMPI and unmerged patient records

18

"TIPS FOR USING THE SYNCRONYS HIE CLINICAL PORTAL"

April L. Salisbury, MBA-HCM
Director of Onboarding and Training

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19

PRESENTATION AGENDA

- Tips for <u>any user</u> searching for records
  - Patient Search, Selection, & Retrieval
  - Context Navigation
- Tips for <u>clinicians and their healthcare team members</u>
  - Timeline, Filters, Search tools for documents
  - Graphing numeric reports
  - Packaging and sharing data
  - Viewing images
  - New clinical documents (insights, assessments, summaries)

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20

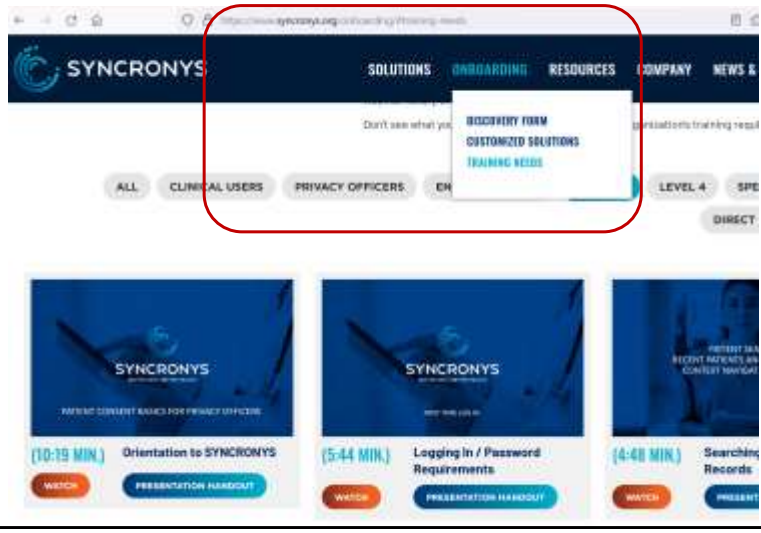
SYNCRONYS NOW HAS:

- Upgraded, HITRUST-Certified platform, Amadeus
- Advance Care Planning tools
- Circle of Care identification
- Transition of Care management
- ED, SUD, & MH Insights
- COVID19 results
- Hepatitis C summary
- Analytic tools
- Diagnostic quality images
- New print (PDF) options
- Medicaid claims data, including medications

21

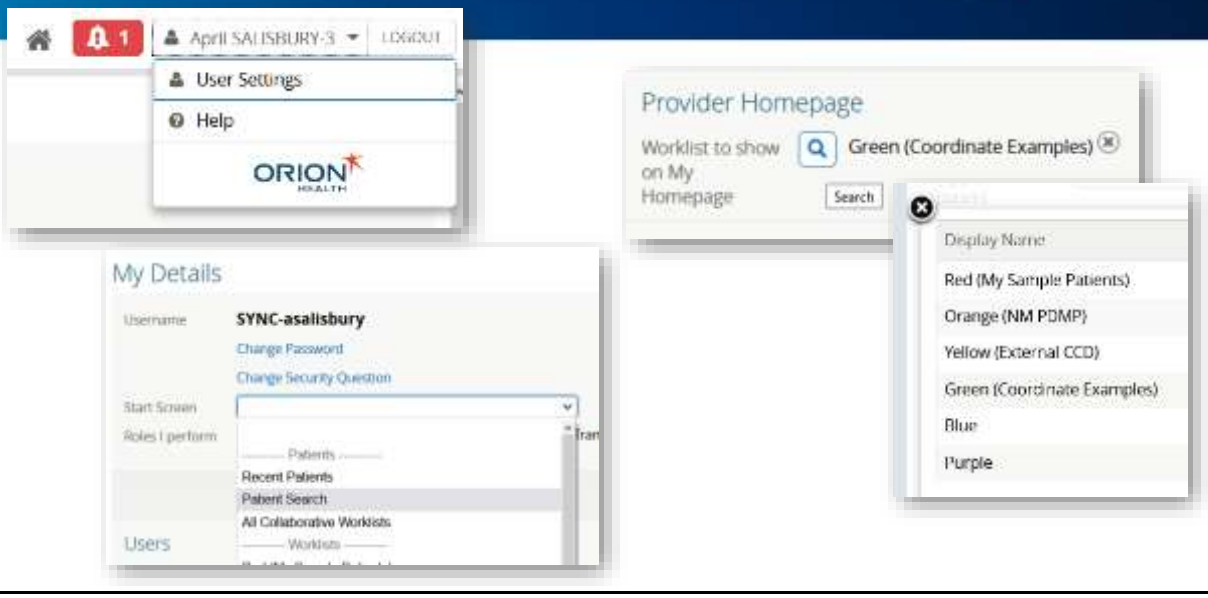
Some survey requests can be addressed with tips or additional training:

- Set your Start screen / Home page preference
- Back button in search criteria fields, use Shift + Tab to go back
- Search for notes and labs – use clinical documents search tools



22

USER SETTINGS / MY DETAILS SCREEN



WAYS TO "GO BACK"

- Click into the "hamburger" to reveal the home screen's navigation menu
- Then use the menu to navigate to any screen you have permission to view.

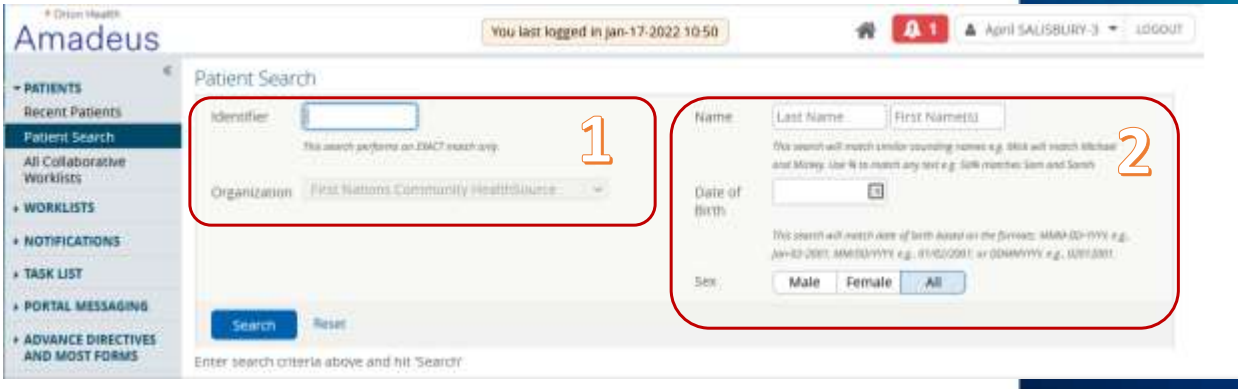
WAYS TO "GO BACK"

- Use the Home icon, to go to the screen you chose in user preferences.

- Use Shift + Tab to go backward in the tab order for search fields.

25

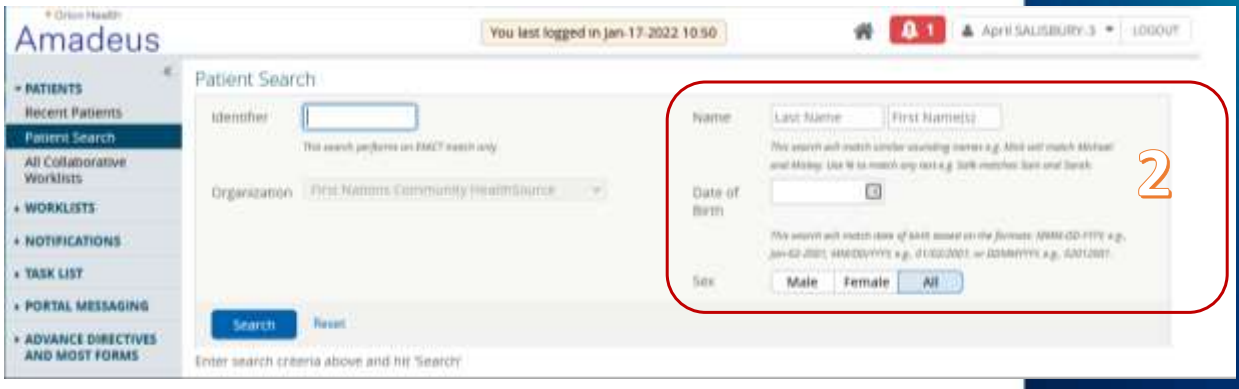
PATIENT SEARCH METHODS



1. Either by identifier number with associated organization, *or*
2. Using demographic information, i.e., Name, DOB, Gender

26

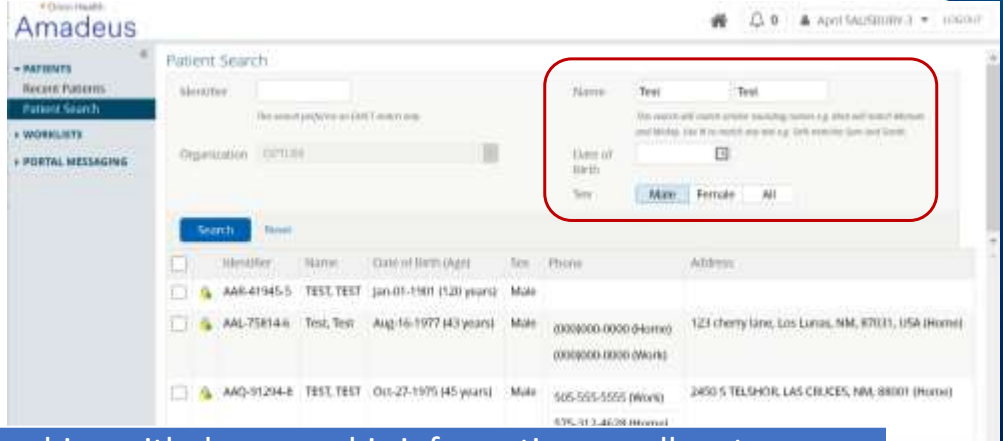
PATIENT SEARCH METHODS



Searching with demographic information is recommended.

27

PATIENT SEARCH METHOD 2



Searching with demographic information usually returns more than one possible match. If the system finds more than 50, you will be prompted to add more search criteria.

28

WHY AM I SEEING SO MANY UNMERGED PATIENT RECORDS IN THE CLINICAL PORTAL?

- SYNCRONYS has over 2,247,903 unique individuals in the HIE, as measured by distinct valid SSNs.

- Multiple data sources, with different business needs for capturing and sharing patient information.
- Certain data elements **must** match. *(Some are not visible to you.)* Some are heavily weighted, so if not entered correctly, it can prevent a merge.
- Key elements that help with matching include: 1) patient address, 2) patient SSN, 3) patient (home) phone number.

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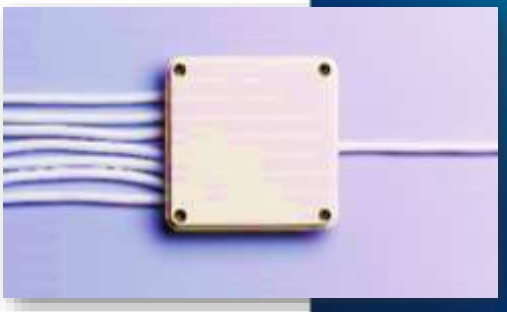
29

WHAT IS SYNCRONYS DOING TO MINIMIZE THE NUMBER OF UNMERGED RECORDS I SEE?

"SYNCRONYS is committed to solving this problem and has identified solving the unmerged records as a strategic initiative in 2022." ~ Terri Stewart, CAO

- Working several strategies now, e.g.:
  - Removing messages with no useful data. *(e.g., old negative COVID19 results)*
  - Carefully adjusting the merge criteria thresholds.
  - Accepting examples of unmerged patient records for investigation from users.



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30

WHAT YOU CAN DO TO HELP MINIMIZE THE NUMBER OF UNMERGED PATIENT RECORDS

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- Help ensure that key demographic elements needed for a match are complete and accurate in your EHR.
  (*i.e., first & last name, date of birth, patient home address, patient phone, and SSN if one is available)*
- If you find many unmerged records for what you think is the same patient, you can securely share this information with SYNCRONYS. *(See handout for details.)*
- Researching this information may lead to more strategies to minimize the problem of unmerged records and may allow us to merge the records that you help validate as the same patient.

31

WHEN THERE IS MORE THAN ONE, HOW CAN I KNOW WHICH RECORD I NEED?

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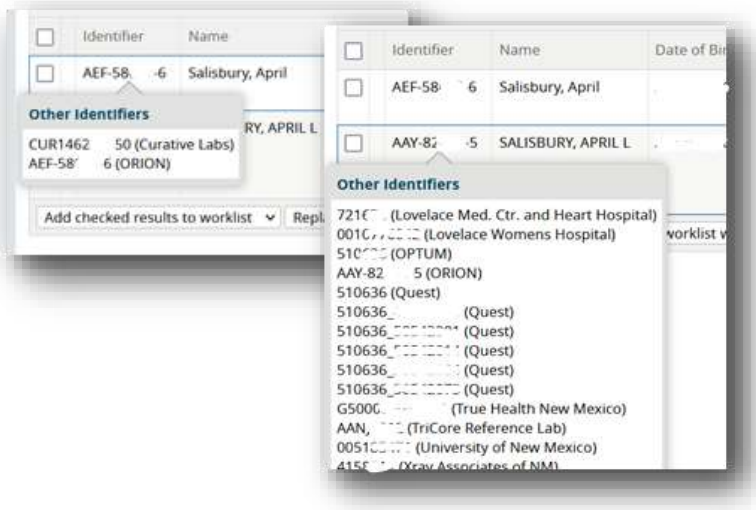
- Hover your curser over the Identifier to see which data sources are included in that record.
- Choose the one with the most sources.
- Then use *Context Navigation* to see everything else.



32

HOW CAN I VIEW ALL THE RECORDS DISPLAYED WITHOUT HAVING TO SEARCH REPEATEDLY?

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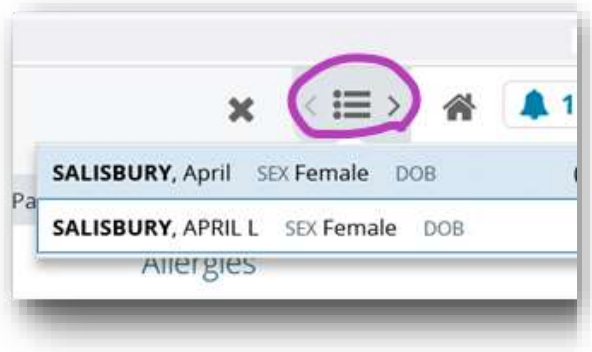
Context Navigation Tool

The *context* is the list from which you selected a patient:

- Patient Search Result
- Recent Patients
- Worklists

< Previous
> Next
Show me the list



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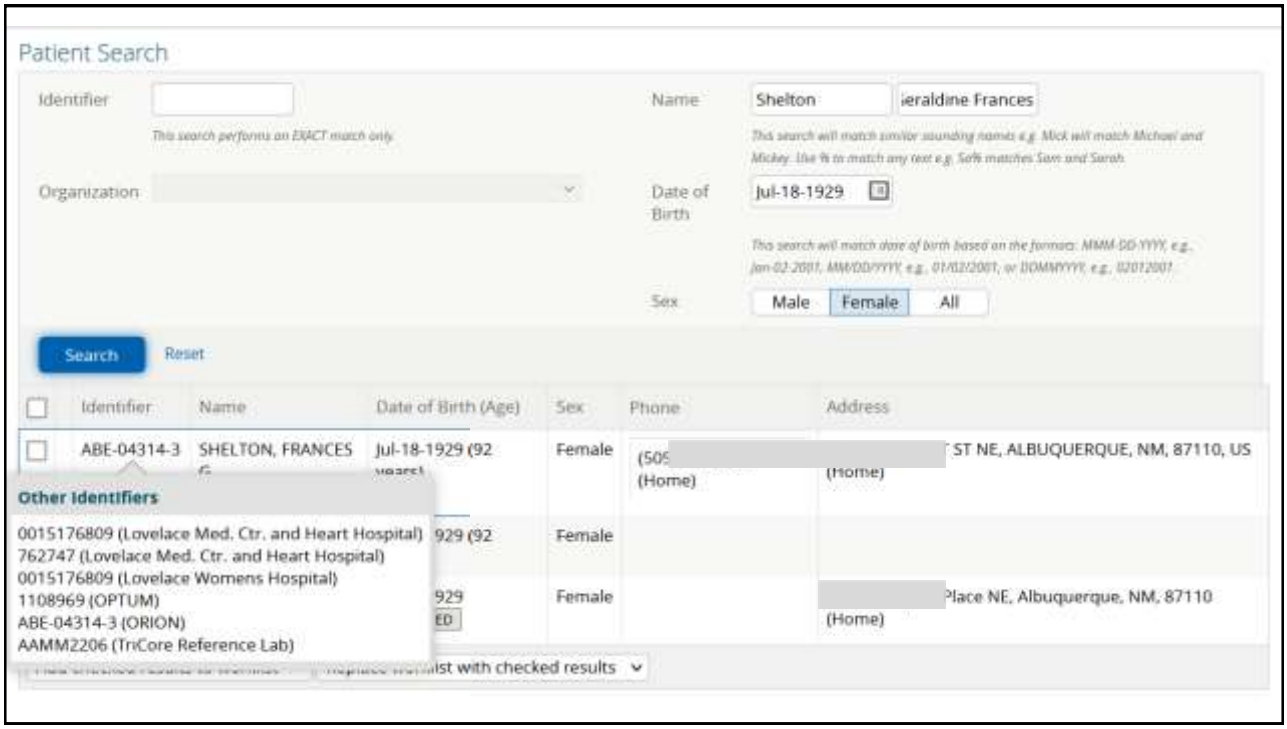

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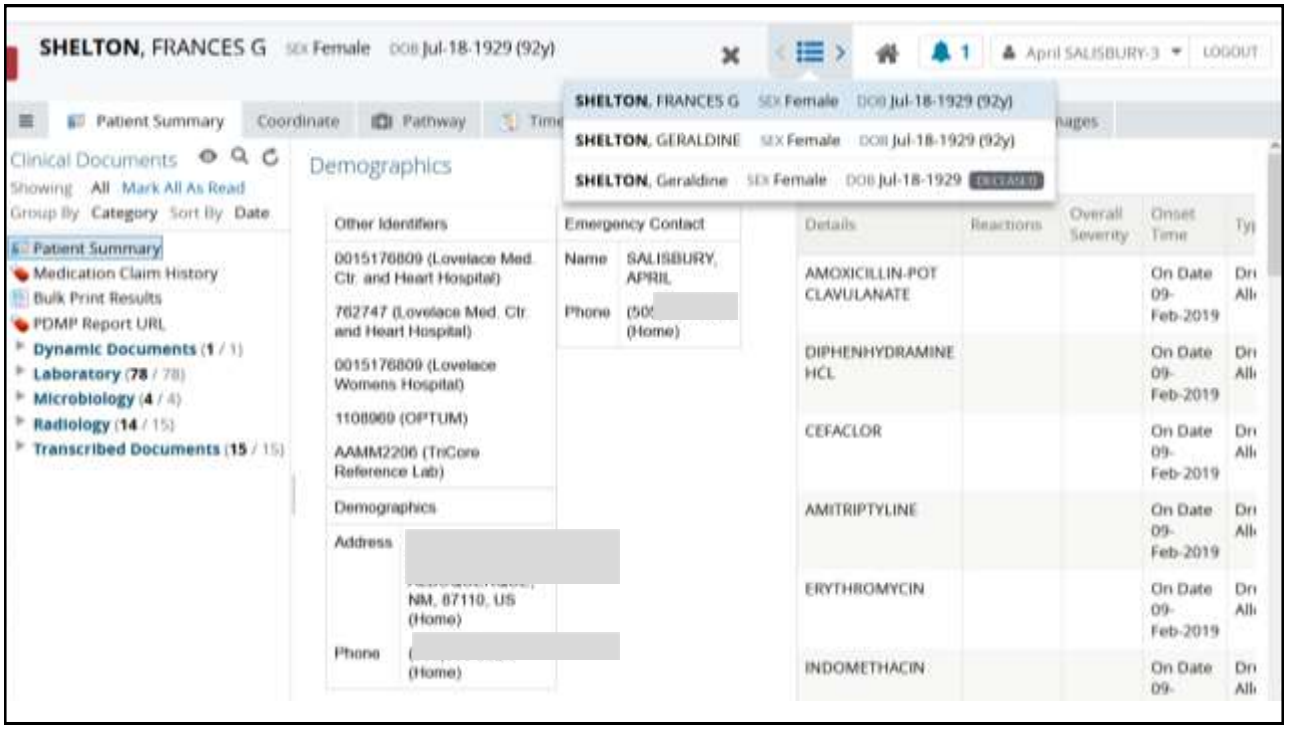
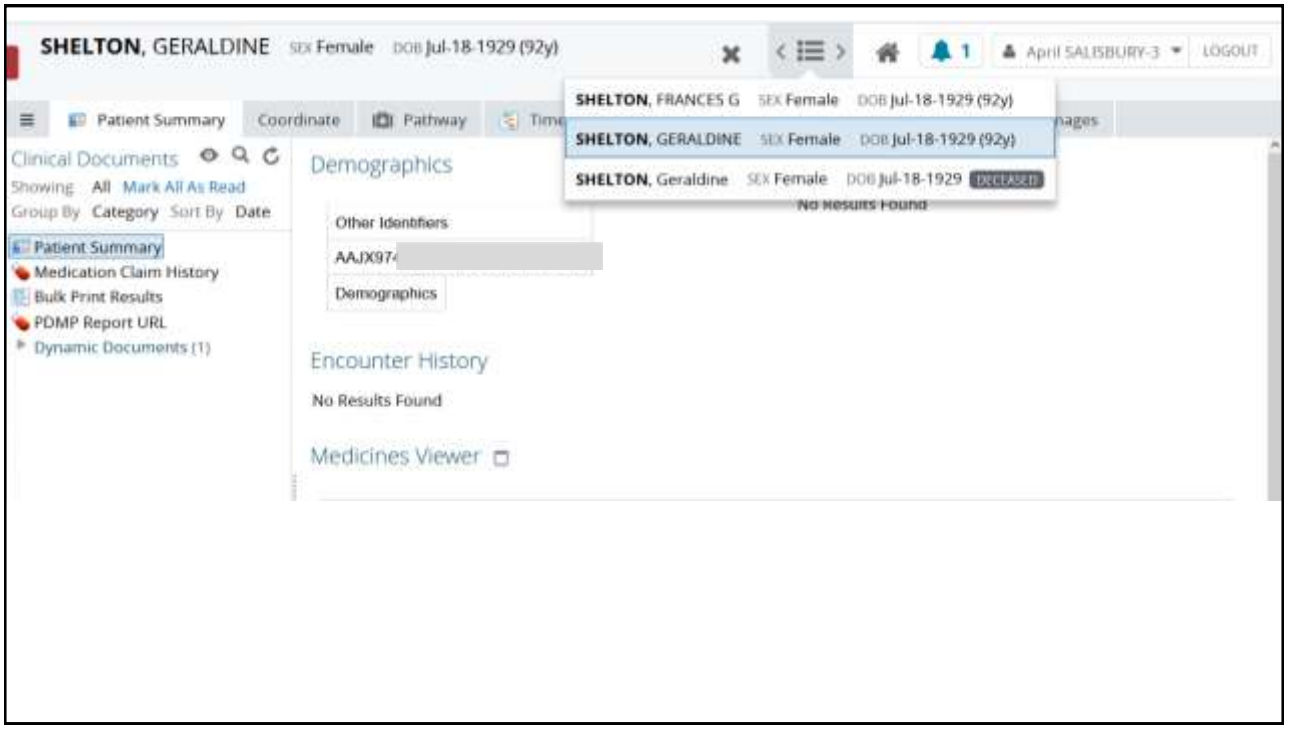

SHELTON, FRANCES G SEX Female DOB Jul-18-1929 (92y)
April SALISBURY-3
LOGOUT
SHELTON, FRANCES G SEX Female DOB Jul-18-1929 (92y)
SHELTON, GERALDINE SEX Female DOB Jul-18-1929 (92y)
SHELTON, Geraldine SEX Female DOB Jul-18-1929 DECEASED
Patient Summary
Coordinate
Pathway
Clinical Documents
Showing All Mark All As Read
Group By Category Sort By Date
Patient Summary
Medication Claim History
Bulk Print Results
PDMP Report URL
Dynamic Documents (1 / 1)
Laboratory (78 / 78)
Microbiology (4 / 4)
Radiology (14 / 15)
Transcribed Documents (15 / 15)
Demographics
Other Identifiers
0015176809 (Lovelace Med. Ctr. and Heart Hospital)
762747 (Lovelace Med. Ctr. and Heart Hospital)
0015176809 (Lovelace Womens Hospital)
1108969 (OPTUM)
AAMM2206 (TriCore Reference Lab)
Demographics
Address
NM, 87110, US (Home)
Phone
(Home)
Emergency Contact
Name SALISBURY, APRIL
Phone (Home)
Details
Reactions
Overall Severity
Onset Time
AMOXICILLIN-POT CLAVULANATE
On Date 09-Feb-2019
DIPHENHYDRAMINE HCL
On Date 09-Feb-2019
CEFACLOR
On Date 09-Feb-2019
AMITRIPTYLINE
On Date 09-Feb-2019
ERYTHROMYCIN
On Date 09-Feb-2019
INDOMETHACIN
On Date 09-

35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Patient Summary
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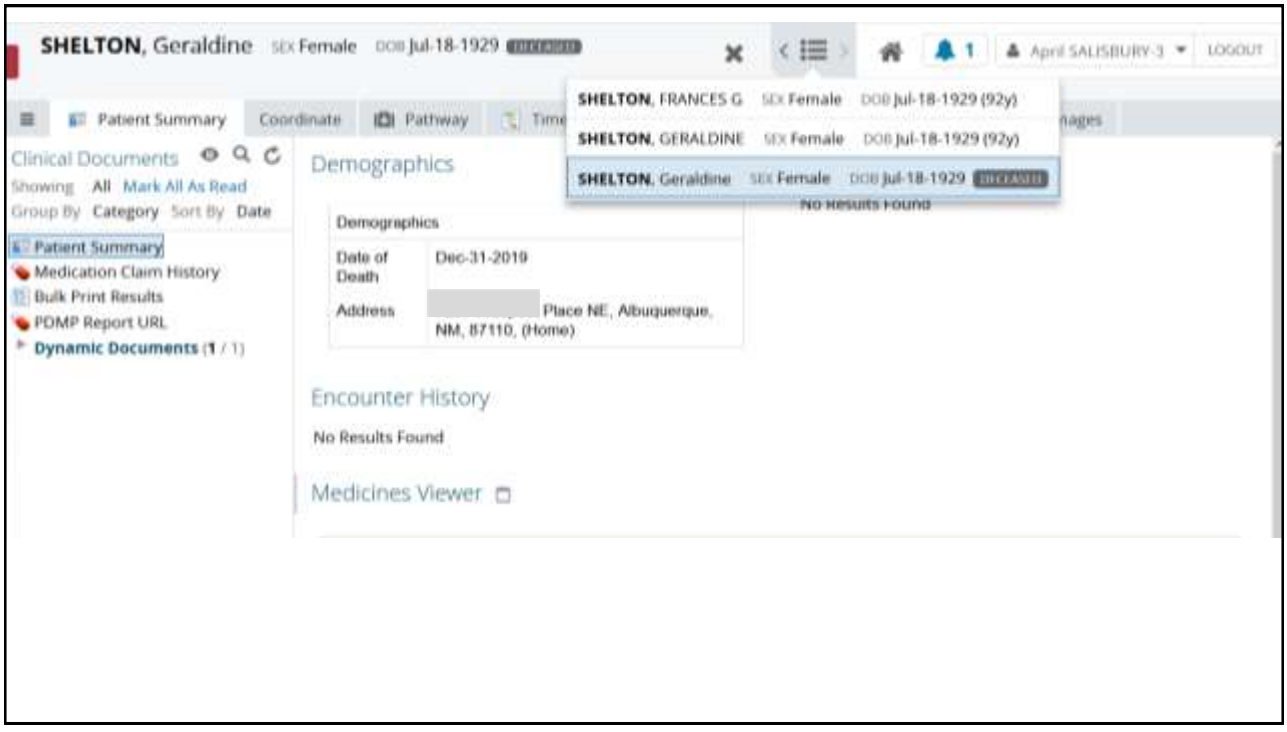
Group By Category Sort By Date
Patient Summary
Medication Claim History
Bulk Print Results
PDMP Report URL
Dynamic Documents (1)
Demographics
Other Identifiers
AAJX974
Demographics
Encounter History
No Results Found
Medicines Viewer

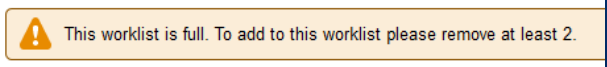
36



37

WORKLISTS

- Worklists allow users to quickly access and manage patients
- Six worklists available – user may rename
  - **Red**, **Blue**, **Yellow**, **Green**, **Orange**, **Purple**
  - Edit columns that appear on worklist
- 100 patients per worklist



- A user may wish to rename a worklist to follow a specific group of patients, e.g.:
  - Follow-up
  - By Care Team
  - By Condition

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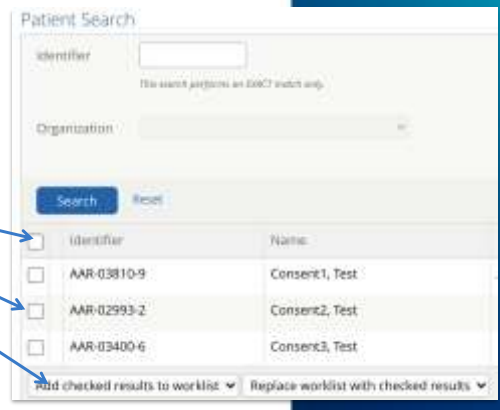
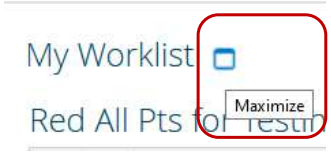
38

WORKLISTS

- Add from Patient Search
- Add one at a time or in a group
- User specific
  (collaborative worklists are different and are part of the Coordinate module)
- Choose which list(s) to display on your home screen
- Or Maximize to display them all at once





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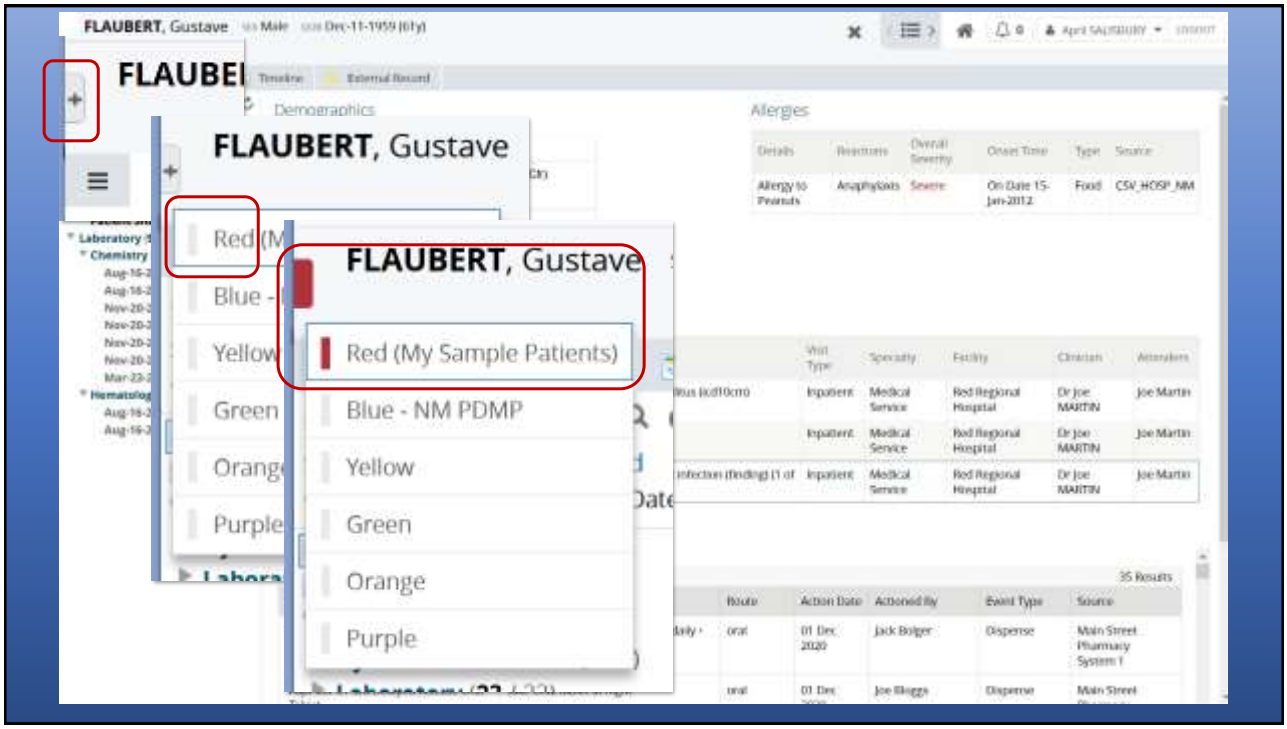


40

NAVIGATING THE PATIENT RECORD

41

MEDICATION CLAIM HISTORY

Male DOS '011 (9y 11m)

LOGOUT

Patient Summary | Timeline | External Record | Payer Sourced Data | Images | Adv Directives/MOST

Clinical Documents

Showing All Mark All As Read

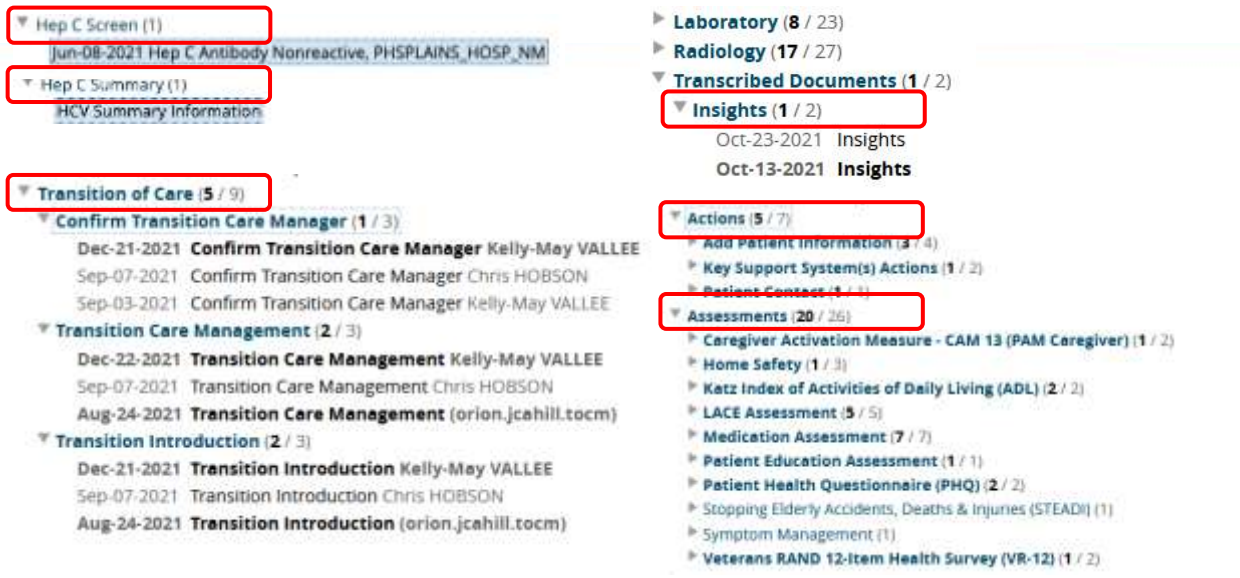
Group By Category Sort By Date

- Patient Summary
- Medication Claim History
- Bulk Print Results
- Dynamic Documents (1 / 1)
- Laboratory (10 / 10)
- Radiology (2 / 2)
- Unknown Category (1 / 1)

Fill Date	NDC Drug Code	Drug Description	Quantity	Days Supply	Prescribing Provider NPI	Pharmacy/Facility
Jun-27-2021	42192060816	GABAPENTIN 250 MG/5 ML SOLN	1450	90	1	WALGREENS # 13927
Jun-03-2021	68462013001	ZONISAMIDE 100 MG CAPSULE	600	30	15	HIGHLAND PHARMACY
Jun-24-2021	42806015033	AZITHROMYCIN 200 MG/5 ML SU	23	5	13(	WALGREENS # 13927
Jun-21-2021	54838000650	VITAMIN D3 10 MCG/ML LIQUID	100	30	1...	WALGREENS # 13927
Jun-10-2021	64380097025	HYDROCORTISONE 5 MG TABLET	90	60	16(	WALGREENS # 13927
Jun-07-2021	62175011843	OMEPRAZOLE DR 20 MG CAPSULE	400	20	13069	WALGREENS # 11960
Jun-02-2021	00574012901	CLINDAMYCIN (PEDI) 75 MG/5	500	11	136..	WALGREENS # 13927
Jun-02-2021	69238183107	LEVOTHYROXINE 50 MCG TABLET	30	30	1609*	WALGREENS # 13927

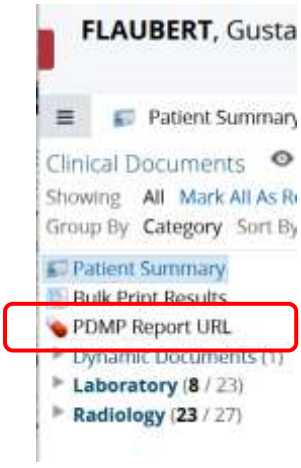
42

NEW CLINICAL DOCUMENTS



43

PDMP *(IF APPLICABLE)*



- The PDMP Report link performs an "API call" to the New Mexico Prescription Monitoring Program (PMP) to retrieve the patient's NARX report. It retains your user information, as well as the patient identifiers, so you don't have to log in and search another site.
- The interface does not allow delegates to query the PMP for a prescriber, so this is functional only for users with their own DEA number.
- If you want this feature and have your own DEA#, contact our help desk to have it added to your user profile.

44

SYNCRONYS IS YOUR GATEWAY CONNECTION

45

YOU CAN QUERY THESE EXTERNAL RECORDS AND MORE

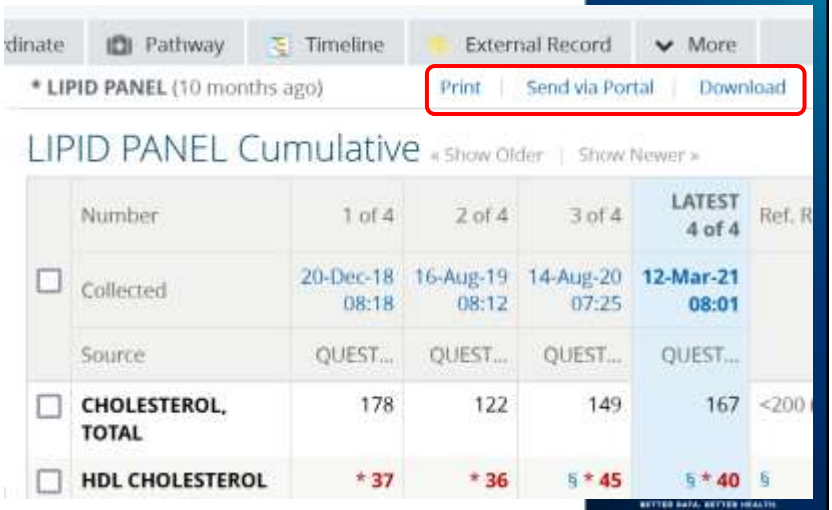
https://ehealthexchange.org/participants/

- Advent Health
- Baptist Memorial Health Care (Tennessee)
- Centura Health (Colorado)
- Cheyenne RMC
- Children's Hospital Colorado
- City of H
- Contra C (Californi
- Coordinated Care Health Network (Texas)
- Dignity Health (California)
- Fairview Health Services
- Franciscan Missionaries of Our Lady Health System
- Greenville Health System
- Guardian Health Services
- Guthrie Health
- HASA (Texas)
- Hawaii Pacific Health
- HealthCurrent (Arizona)
- HealthEast Care System
- HealthShare Exchange
- IHIN (Iowa)
- Lewis And Clark Information Exch.
- Medical University of South Carolina
- Memorial Healthcare System
- Michiana Health Info, Network
- Midwest Health Connection
- MMNCH: Clinical Integration Connection (Georgia)
- Nebraska Health Information Initiative (NeHII)
- Northwestern Memorial Healthcare
- Norton Healthcare
- Novant Health
- OCHIN
- Office of Health Information
- Premise Health
- Providence Health and Services Alaska
- Providence Health and Services Washington
- Quality Health Network (Colorado)
- SacValley MedShare
- Samaritan Health Services
- South Dakota Health Link
- SSM Health
- St. Luke's Health System
- Sutter Health Affiliates and Community Connect Practices
- Swedish Medical Center
- Tampa General Hospital
- Alliance
- UnityPoint Health
- University of Calif. San Francisco
- Utah Health Information Network
- Vidant Health
- Western New York Clinical Information Exchange (HEALTHeLINK
- Yale New Haven Health

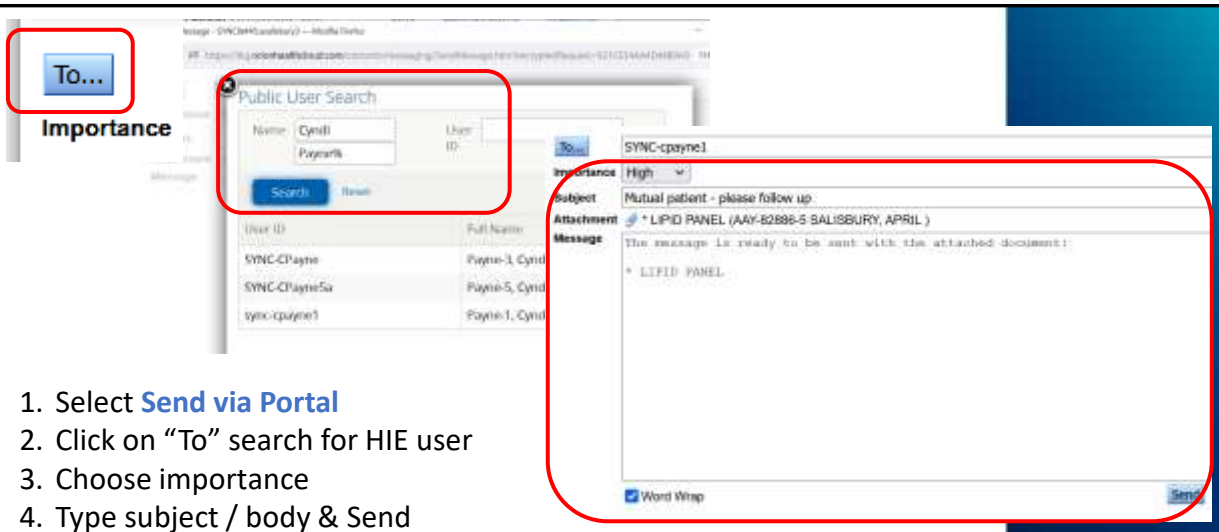
46

SHARING INFORMATION

- Create a PDF:
  - Patient Snapshot
  - Print an Individual Result
  - Bulk Print Results
- Send the PDF via DIRECT Message or encrypted e-mail.
- Send a link to another HIE user via Portal Messaging.



47



1. Select **Send via Portal**
2. Click on "To" search for HIE user
3. Choose importance
4. Type subject / body & Send
5. Recipient receives a link to the patient summary and screen you selected in a portal message

SYNCRONYS

48

TKG.ORIONHEALTHCLOUD.COM

- Timeline
- Clinical Documents Search Tools
- New Menu Items – PDMP, Medication Claim History, Bulk Print Results, Advance Care Planning Tool
- New Tabs – Images Tab & Payer Sourced Data (Coordinate & Pathway, if applicable)
- New types of clinical documents
- Custom Patient Snapshot (CCD)
- External Record

49

BENEFITS OF ACCESSING THE HIE

"UNM is able to look at the patient record, reduce duplicate services, target and query health issues to create services based on need, access better data, coordinate care and close gaps, and move easier to value-based care."
- Stetson Berg, MHA, Interim Director, UNM Center for Telehealth.

"I use the HIE frequently as it's often the only way to get an idea of a patient's medical problems, especially when they're presenting with altered mental status."
- Carissa Solari, MD (Resident Physician, graduated July 2021, and will be an Attending Physician at GIMC).

"SYNCRONYS will help us get timely records so that the delay from cancer diagnosis to treatment is shorter, and by avoiding repeating tests, we can save money as well as avoid putting patients through more testing."
- Barbara L. McAneny MD, AMA Former President, CEO New Mexico Oncology Hematology Consultants, Ltd

What the MCOs are saying:
"We use the daily alert files, monthly diagnoses data, and quarterly quality improvement extracts (which support our quality improvement activities and our HEDIS reporting). We use the data extracts to help identify members for various interventions throughout the year."

Why do you use the SYNCRONYS HIE??

SYNCRONYS

50

50

YOUR CUSTOMER ENGAGEMENT TEAM

UNMH/SRMC | City, State, and Local Government | Fire/Rescue | Shelters –
April Salisbury, Director Onboarding & Training
asalisbury@syncronys.org; 505-938-9905

Payers | PHS | City, State, and Local Government | Shelters –
Terri Stewart, Chief Administrative Officer
tstewart@syncronys.org; 505-938-9909

Ambulatory Clinic Groups/Systems | Specialty Clinics | Federally Qualified Health Centers –
Renee Sussman, Customer Relationship Manager
rsussman@syncronys.org; 505-938-9914

SYNCRONYS

51

YOUR CUSTOMER ENGAGEMENT TEAM

Hospitals (Western NM) **| Indian Health Service | Tribal Health Systems/Clinics –**
Mona Benally, Customer Relationship Manager
rbenally@syncronys.org; 505-938-9915

Hospitals (East of I-25 and Metro) **| Diagnostic Facilities –**
Victor Miramontes, Customer Relationship Manager
vmiramontes@syncronys.org; 505-938-9902

Federal, State, and County Corrections
Skilled Nursing Facilities | Long Term Care | Rehabilitation | Home Care | Hospice –
Jerry Martinez, Customer Relationship Manager
jmartinez@syncronys.org; 505-938-9916

SYNCRONYS

52

QUESTIONS

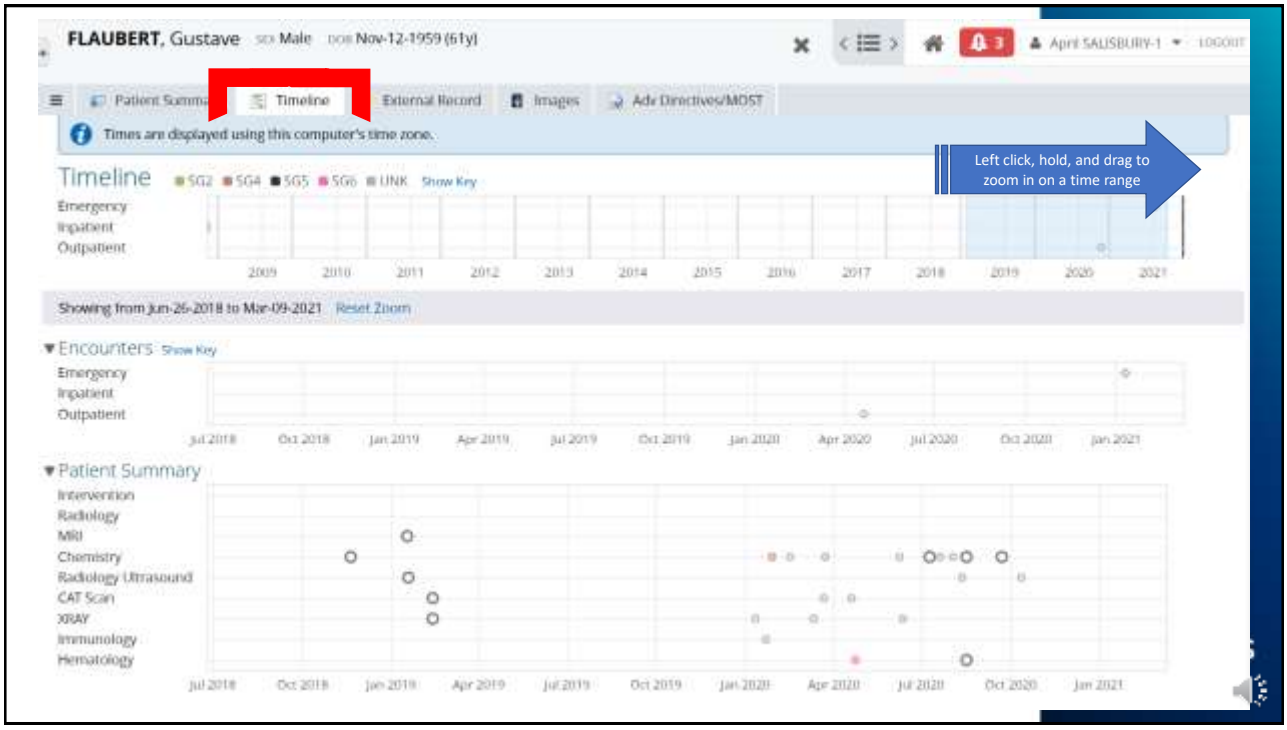
SYNCRONYS

53

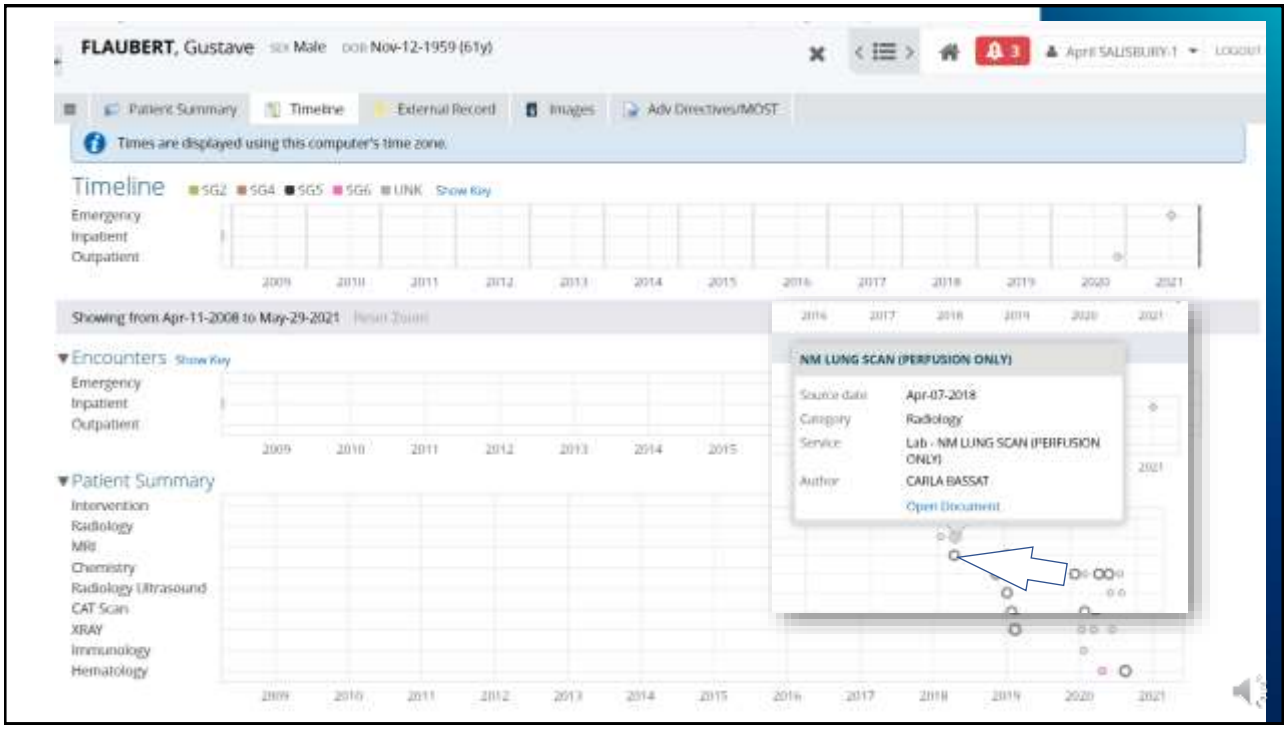
SCREENSHOT DEMO IF NEEDED

SYNCRONYS

54

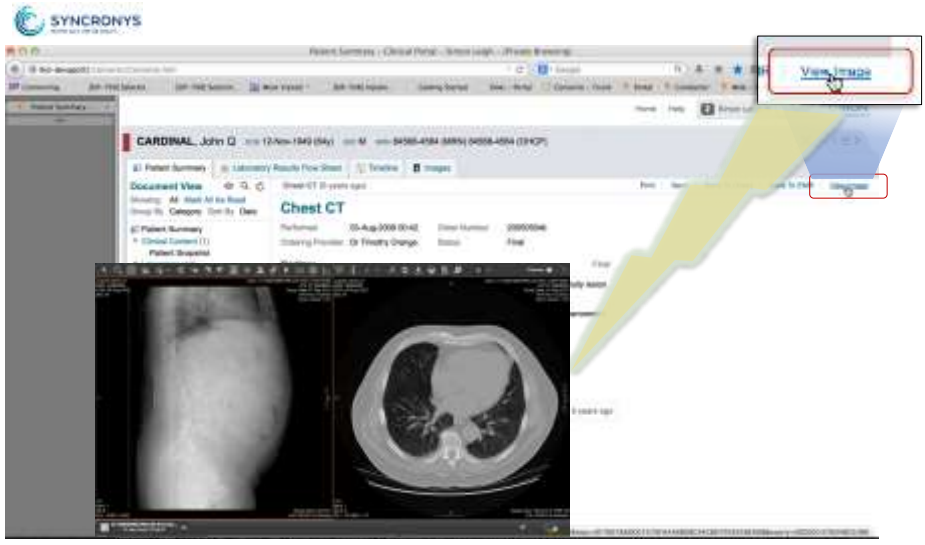

FLAUBERT, Gustave Male Nov-12-1959 (61y)
Patient Summary
Timeline
External Record
Images
Adv Directives/MOST
Times are displayed using this computer's time zone.
Timeline
Left click, hold, and drag to zoom in on a time range
Emergency
Inpatient
Outpatient
Showing from Jun-26-2018 to Mar-09-2021 Reset Zoom
Encounters
Patient Summary
Intervention
Radiology
MRI
Chemistry
Radiology Ultrasound
CAT Scan
XRAY
Immunology
Hematology

55


FLAUBERT, Gustave Male Nov-12-1959 (61y)
Patient Summary
Timeline
External Record
Images
Adv Directives/MOST
Times are displayed using this computer's time zone.
Timeline
Showing from Apr-11-2008 to May-29-2021
Encounters
Patient Summary
NM LUNG SCAN (PERFUSION ONLY)
Source date Apr-07-2018
Category Radiology
Service Lab - NM LUNG SCAN (PERFUSION ONLY)
Author CARLA BASSAT
Open Document

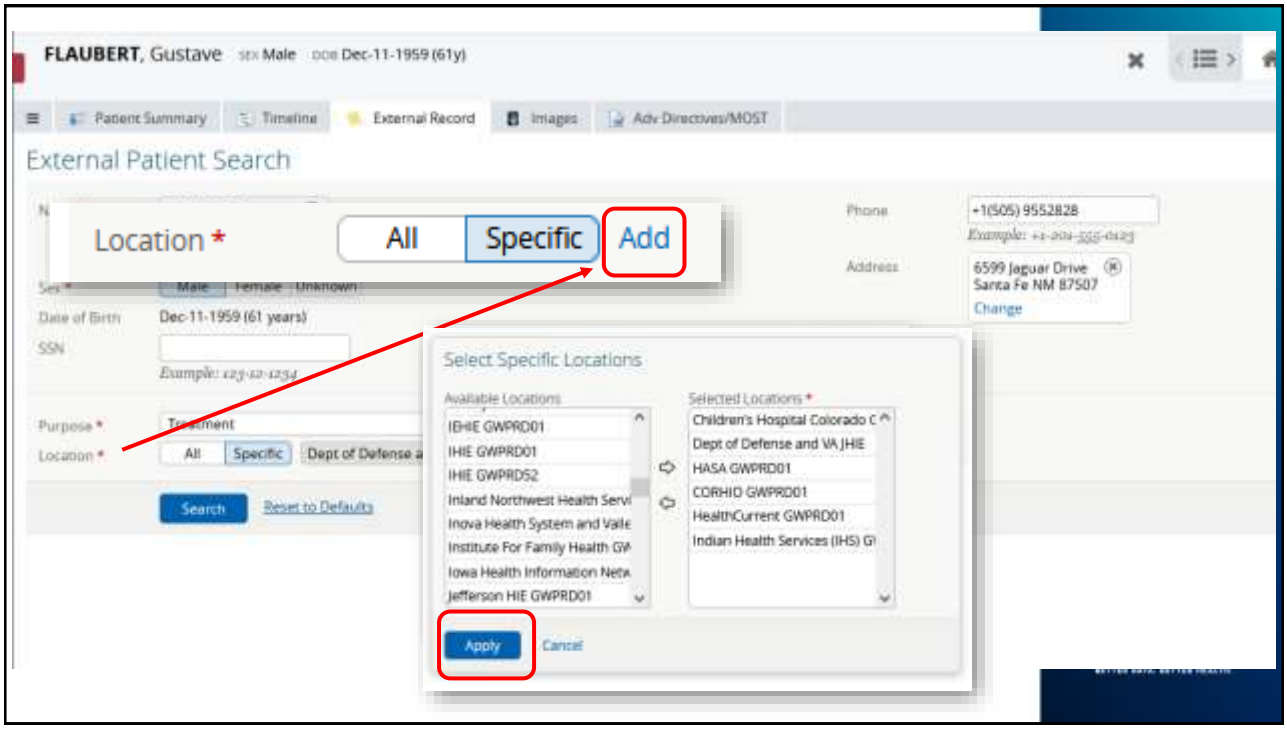
56

IMAGE ACCESS FROM THE SYNCRONYS CLINICAL PORTAL

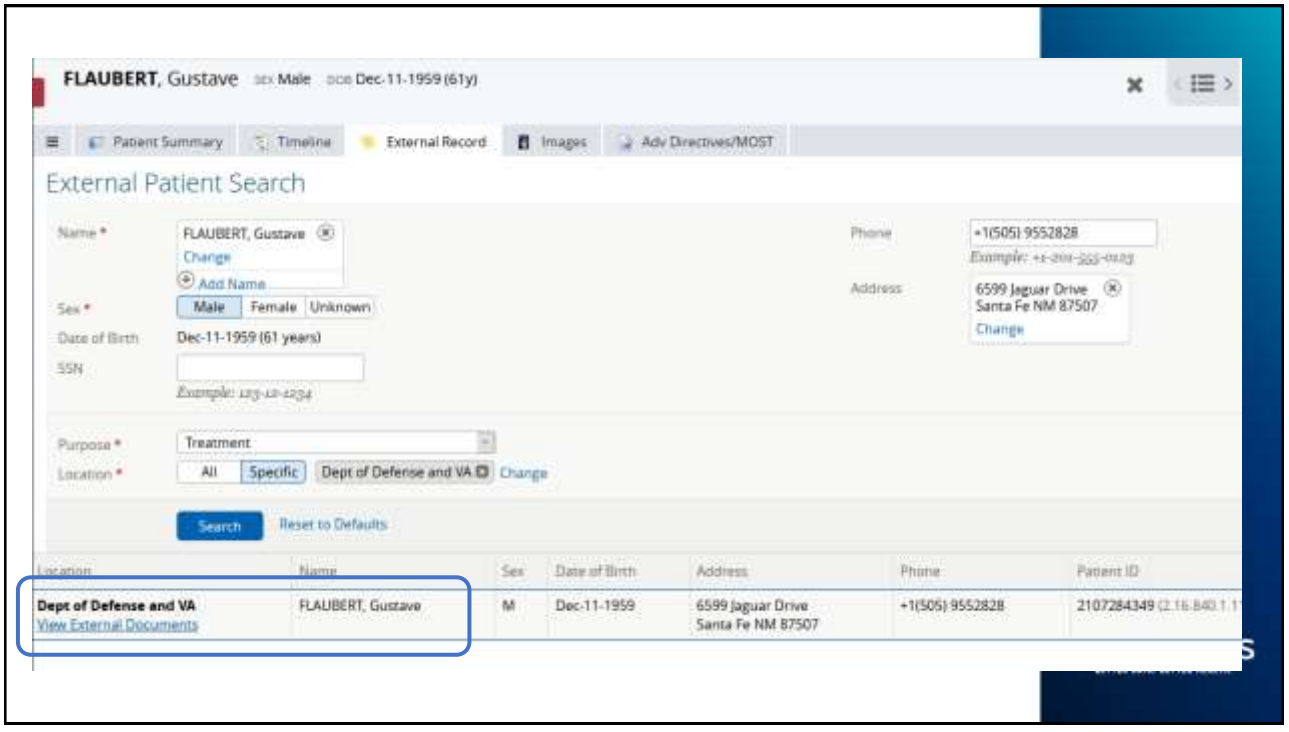


SYNCRONYS

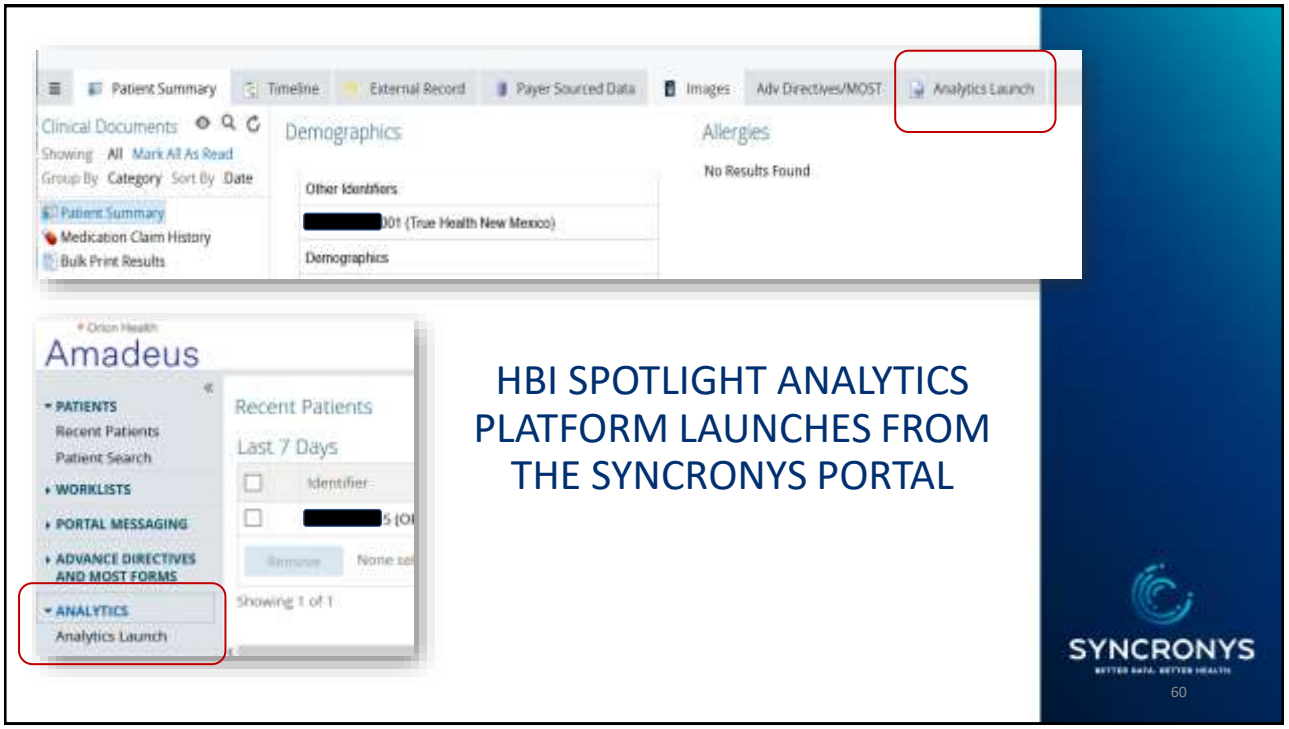
57



58


FLAUBERT, Gustave Sex Male DOB Dec-11-1959 (61y)
Patient Summary
Timeline
External Record
Images
Adv Directives/MOST
External Patient Search
Name *
FLAUBERT, Gustave
Change
Add Name
Sex *
Male
Female
Unknown
Date of Birth
Dec-11-1959 (61 years)
SSN
Example: 123-12-1234
Phone
+1(505) 9552828
Address
6599 Jaguar Drive
Santa Fe NM 87507
Change
Purpose *
Treatment
Location *
All
Specific
Dept of Defense and VA
Change
Search
Reset to Defaults
Location
Name
Sex
Date of Birth
Address
Phone
Patient ID
Dept of Defense and VA
View External Documents
FLAUBERT, Gustave
M
Dec-11-1959
6599 Jaguar Drive
Santa Fe NM 87507
+1(505) 9552828
2107284349

59


Patient Summary
Timeline
External Record
Payer Sourced Data
Images
Adv Directives/MOST
Analytics Launch
Clinical Documents
Showing All Mark All As Read
Group By Category Sort By Date
Patient Summary
Medication Claim History
Bulk Print Results
Demographics
Other Identifiers
[redacted]01 (True Health New Mexico)
Demographics
Allergies
No Results Found
Orion Health
Amadeus
PATIENTS
Recent Patients
Patient Search
WORKLISTS
PORTAL MESSAGING
ADVANCE DIRECTIVES AND MOST FORMS
ANALYTICS
Analytics Launch
Recent Patients
Last 7 Days
Identifier
Showing 1 of 1
HBI SPOTLIGHT ANALYTICS PLATFORM LAUNCHES FROM THE SYNCRONYS PORTAL
SYNCRONYS
60

60

Abbreviation	HEDIS Measures	Current HBI Measurements
ADD/ADD-E	Follow-Up Care for Children Prescribed ADHD Medication	YES
AIS-E	Adult Immunization Status	In development
AMM	Antidepressant Medication Management	YES
ASF-E	Unhealthy Alcohol Use Screening and Follow-Up	In development
BCS/BCS - E	Breast Cancer Screening	YES
CBP	Controlling High Blood Pressure	YES
CCS	Cervical Cancer	YES
CDC	Comprehensive Diabetes Care - (all sub-measures)	YES
CHL	Chlamydia Screening	YES
CIS	Childhood Immunization	In development
COA	Care for Older Adults - (all sub-measures) (Dual SNP members only)	YES
COL/COL-E	Colorectal Cancer	YES
DMS-E	Utilization for the PHQ-9 to Monitor Depression Symptoms for Adolescents and Adults	In development
DRR-E	Depression Remission or Response for Adolescents or Adults	In development
DSF-E	Depression Screening and Follow-up for Adolescents and Adults	In development
EDU	Emergency Department Utilization	YES
FUH	Follow-Up after Hospitalization for Mental Illness	YES
FUM	Follow-Up After Emergency Department Visit for Mental Illness	YES
IET	Initiation and Engagement of Alcohol and Other Drug Abuse or Dependence Treatment	YES
PCR	Plan All-Cause Readmissions	YES
PDS-E	Post-Partum Depression Screening and Follow-up	In development
PND-E	Prenatal Depression Screening and Follow-up	In development
PPC	Prenatal and Postpartum	YES
PRS-E	Prenatal Immunization Status	In development
SPC	Statin Therapy for Patients With Cardiovascular Disease	YES
SSD	Diabetes Screening for People With Schizophrenia or Bipolar Disorder Who Are Using Antipsychotic	YES
TRC	Transitions of Care - (all sub-measures)	In development
UOP	Opioids from Multiple Providers	YES
W30	Well Child Visits in the First thirty months of life	In development
WCC	Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents	In development
	Legend	
	ECDS Measures	
	Medicaid	
	Medicare or Accreditation Measure	

HBIsolutions
Quality Measures

SYNCRONYS

61

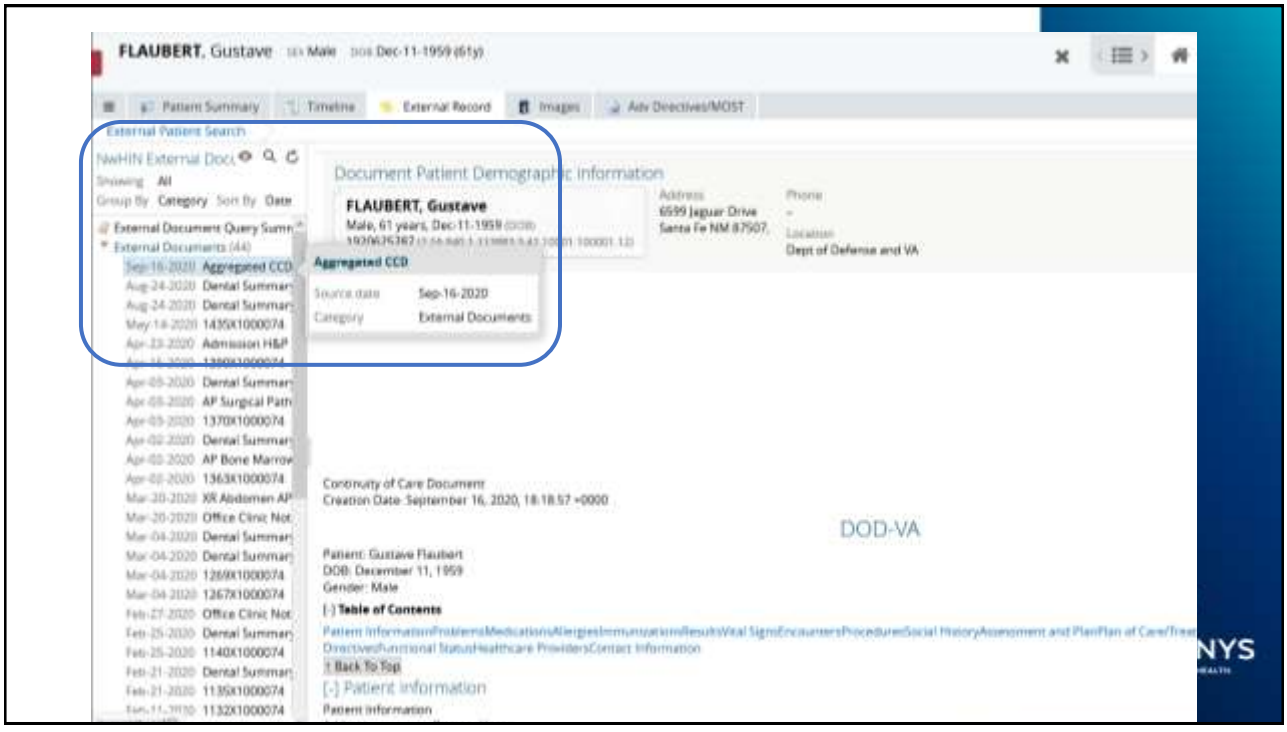
TOOLS FOR THE CLINICAL DOCUMENTS TREE

- Search for a known test, e.g., HbA1c
- Show All or a Specified Date Range
- Group by Category, Date, Service, or Author
- Sort by Date, Title or Author

Numbers indicate the (**unread** / read) reports in each category.

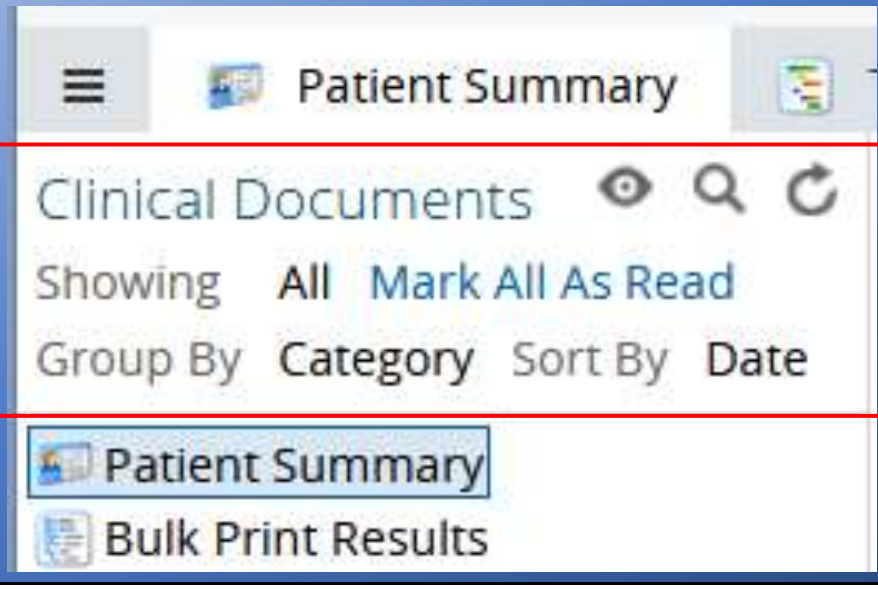
Expand or Collapse Categories

62



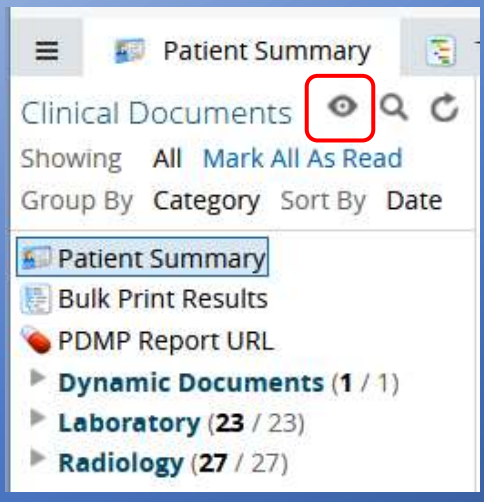
63

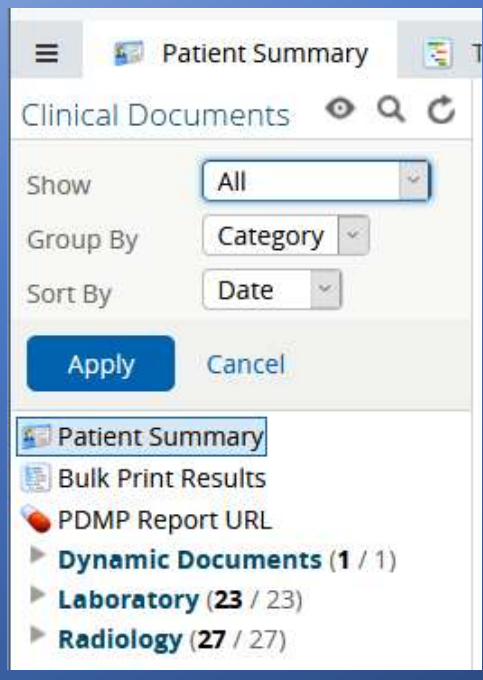
TOOLS FOR THE CLINICAL DOCUMENTS TREE



64

CONFIGURE THE DOCUMENT TREE

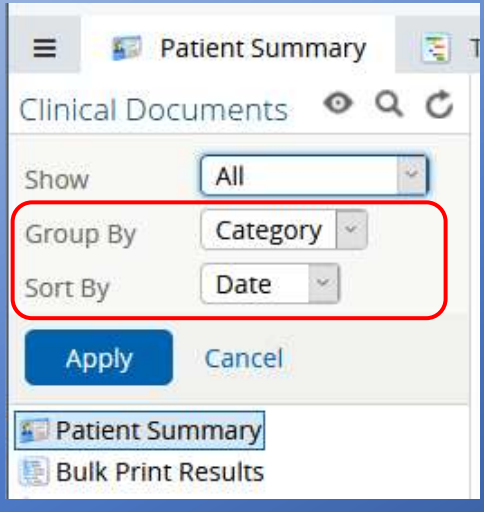




65

CONFIGURE THE DOCUMENT TREE

GROUPING AND SORTING

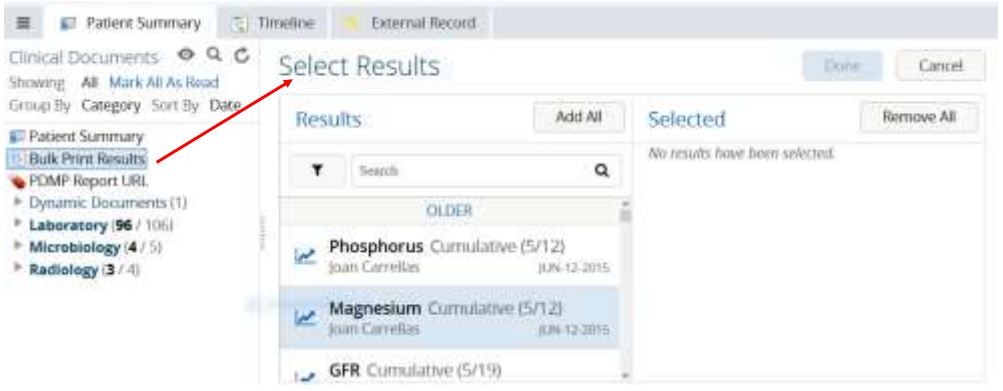


- Grouping – Select the option from the list to change the grouping by which the documents are displayed.
- Sorting – Select the field by which the documents are sorted.

66

CLINICAL DOCUMENTS

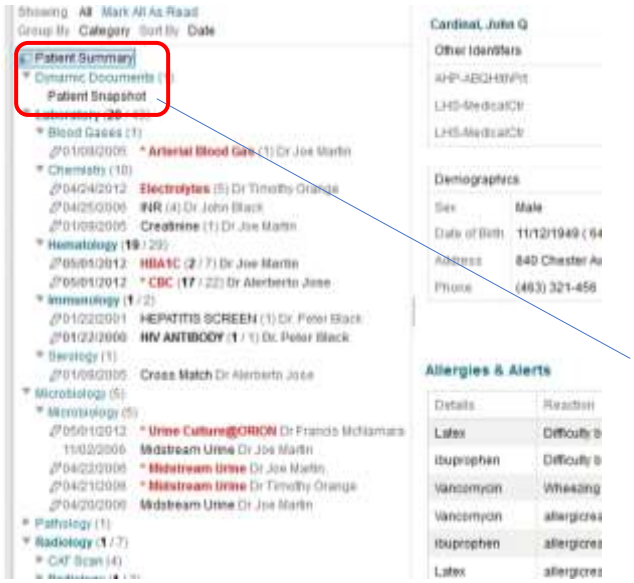
- Bulk Print Results feature



SYNCRONYS

67

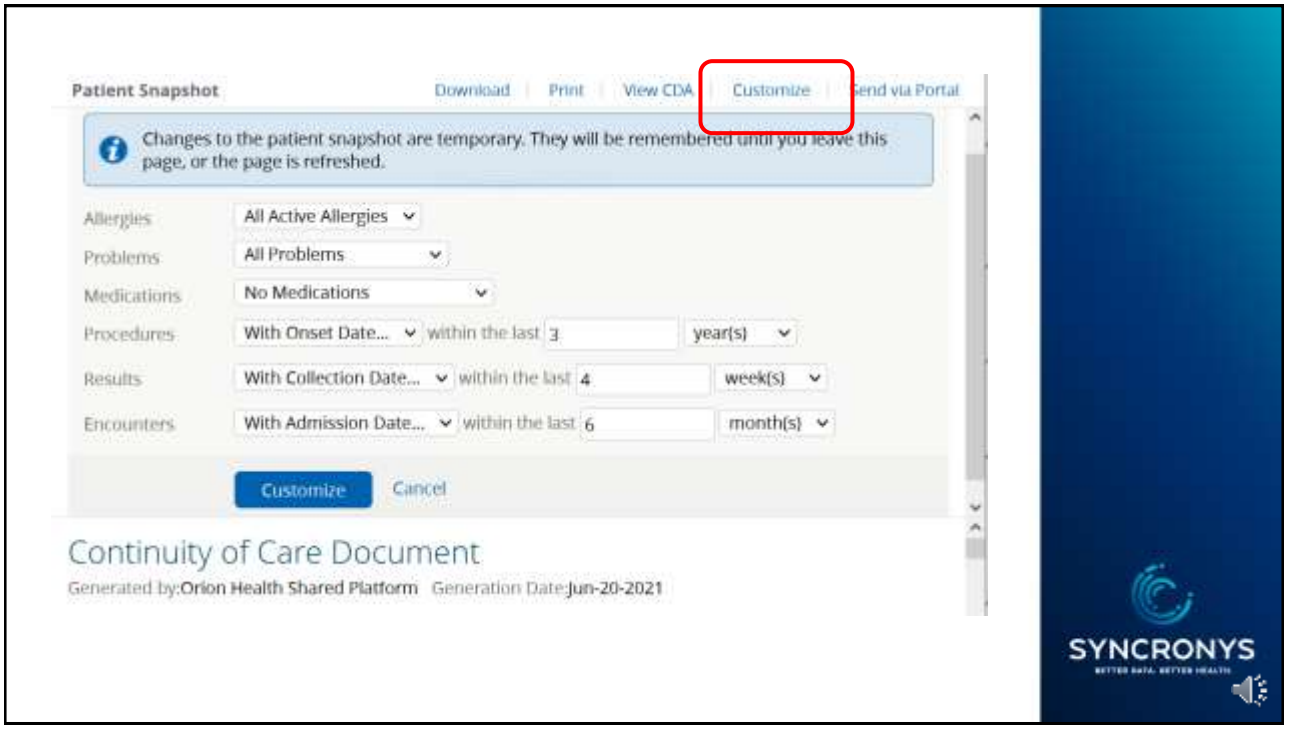
CLINICAL DOCUMENTS



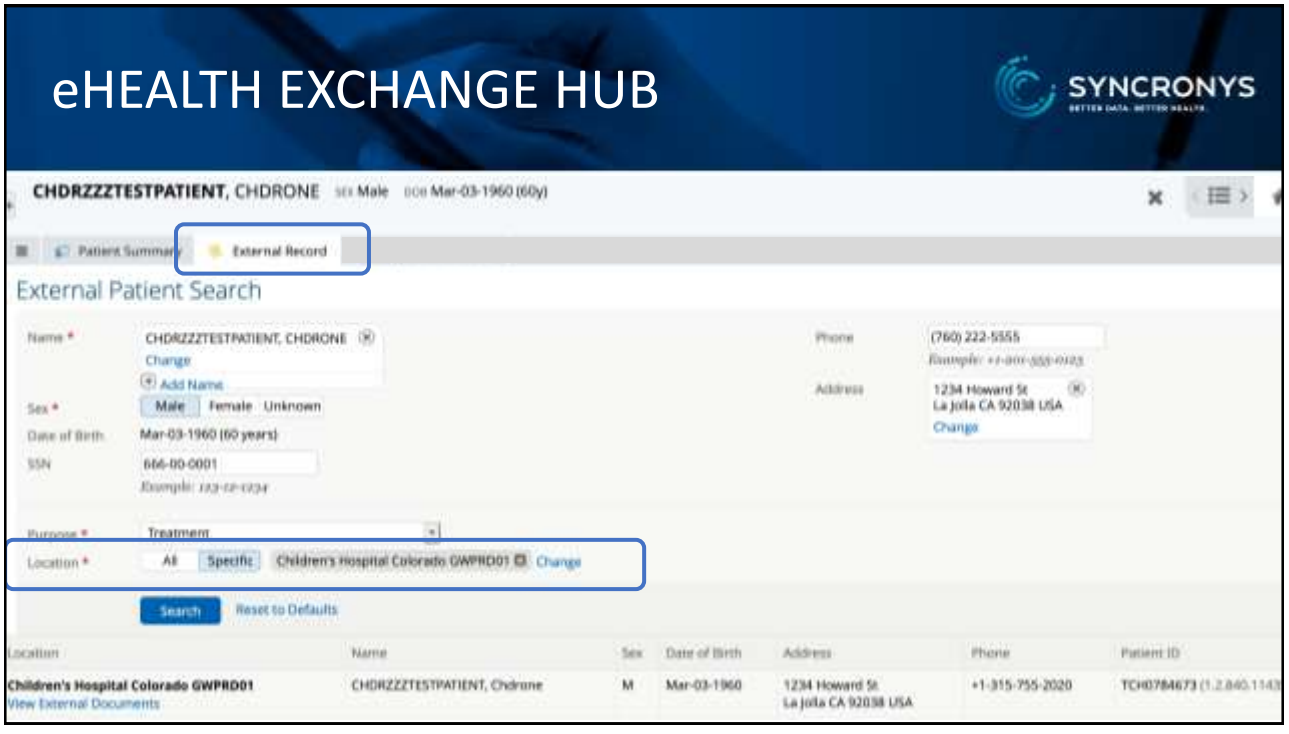
Generate a Continuity of Care Document (CCD), aka Patient Snapshot

SYNCRONYS

68


Patient Snapshot
Download
Print
View CDA
Customize
Send via Portal
Changes to the patient snapshot are temporary. They will be remembered until you leave this page, or the page is refreshed.
Allergies
All Active Allergies
Problems
All Problems
Medications
No Medications
Procedures
With Onset Date...
within the last
3
year(s)
Results
With Collection Date...
within the last
4
week(s)
Encounters
With Admission Date...
within the last
6
month(s)
Customize
Cancel
Continuity of Care Document
Generated by:Orion Health Shared Platform
Generation Date:Jun-20-2021
SYNCRONYS

69


eHEALTH EXCHANGE HUB
SYNCRONYS
CHDRZZZTESTPATIENT, CHDRONE
Male
Mar-03-1960 (60y)
Patient Summary
External Record
External Patient Search
Name *
CHDRZZZTESTPATIENT, CHDRONE
Change
Add Name
Sex *
Male
Female
Unknown
Date of Birth
Mar-03-1960 (60 years)
SSN
666-00-0001
Purpose *
Treatment
Location *
All
Specific
Children's Hospital Colorado GWPRD01
Change
Search
Reset to Defaults
Phone
(760) 222-5555
Address
1234 Howard St
La Jolla CA 92038 USA
Change
Location
Name
Sex
Date of Birth
Address
Phone
Patient ID
Children's Hospital Colorado GWPRD01
View External Documents
CHDRZZZTESTPATIENT, Chdrone
M
Mar-03-1960
1234 Howard St
La Jolla CA 92038 USA
+1-315-755-2020
TCH0784673

70

PATHWAYS

SYNCRONYS
BETTER DATA. BETTER HEALTH

Transition of Care

Designed to navigate from hospital discharge to the community.

Care Coordination

A similar tool for coordinating care among community healthcare providers.

Both pathways include a series of forms, assessments, and follow up actions, organized into a logical sequence, to help manage information and tasks across the patient's journey, by providing a shared care plan.

71

HCV ELIMINATION COALITION

HEPATITIS C WORKLIST

RHODES GROUP

SYNCRONYS
BETTER DATA. BETTER HEALTH

72

72