

# How HIE Supports the Unhoused Population



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## Objectives

- Understand the nuances of special populations in healthcare.
- Evaluate how tools like health information exchanges aid in improving access to quality healthcare.
- Appreciate the role SYNCRONYS has in helping AHCH providers treat our patients by having timely access to comprehensive medical records.
- Learn how other healthcare facilities can adapt our model for their own use.



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## Understanding Healthcare for the Unhoused

- Homeless healthcare relies heavily on the need for care coordination and collaboration.
- For activities to be coordinated, each clinician must have adequate knowledge about their own and others' roles and available resources.
- Lowering barriers for patients to access quality healthcare is essential to successful patient care.
- Health information exchanges lowers a significant barrier in patient care management.
- Continuity of care in communities that are migratory relies on access to information exchanges.



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## Case Examples

### Patients are not good historians!

- Recently, we had a patient who went to the ER with a vague cardiac complaint. Couldn't remember any details about the circumstances. Provider was able to access SYNCRONYS to read the ER note and see the lab work completed. Our provider was able to make important treatment decisions based on that.
  - Previously – huge hurdles in Medical Records access.
- Many of our psychiatry patients deny having a history of psychiatric diagnoses. SYNCRONYS can easily tell the provider the accuracy of those statements.
- Patients almost never bring their post discharge paperwork from ER visits.
  - Reducing duplicative care – driving costs.
- When patients no-show for visits, we can follow up with the referral to other providers or discover perhaps why a patient no-showed (they are in the hospital, for example).
- Hepatitis C management is a HUGE component of successful chronic disease management.



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## Contact Information

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## References

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## How HIE Supports Unhoused Populations



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