

Use Case Title: Record Locator Service: Powering Data Access in the Continuum of Care

Short Description

The power of a **Record Locator Service**, or RLS, is its ability to search for and find a comprehensive view of a patient's medical history from all connected care providers, regardless of where their past care has occurred. This type of comprehensive access is indispensable when it comes to both routine and acute patient care.

Teresa Reitman benefited from her care team's access to a national RLS. Teresa is a working mom of two, who resides in Hoboken, NJ. She takes her health seriously and is established with a primary care provider, a pulmonologist, and a cardiologist to manage her care. **Her care team routinely coordinates her care using the RLS** provided by the CommonWell network, but it becomes even more important when she experiences an acute asthma attack while visiting her father at the Jersey Shore about 70 miles from her home. She is rushed to the Emergency Department (ED) struggling to speak clearly and can only nod yes or no, so her ED providers needed the ability to quickly retrieve her medical records from her care team back in Hoboken. Using the CommonWell RLS, the ED is able to see that she has moderate asthma, mild hypertension, and a recent Covid-19 diagnosis. She is discharged back home with care from a home health team to provide monitoring and deconditioning. Her care team uses both **query-based document exchange** and **FHIR data exchange** to share important information in real-time. Thanks to **Individual Access Services** and her right to access her own data, Teresa is able to use a consumer application connected to CommonWell to see her own health data and ensure its accuracy. Through the coordination of her care, Teresa is able to get back to her normal day-to-day activities and lead a healthy, well-managed life.

Value Statement: CommonWell's **Record Locator Service** allows providers real-time search and exchange of clinical data within a national network. Providers can exchange for their patients, and patients can utilize **Individual Access Services**, leveraging both **query-based document exchange** and **FHIR data exchange**.

Participating Organizations:

athenahealth, CommonWell, Health Alliance, eClinicalWorks, Health Gorilla, MatrixCare, MEDITECH, OneRecord, Oracle Health

Demographics

Name: Teresa Reitman

Age: 38

DOB: June 12, 1984

Gender: Female

Address: 215 Main St. Hoboken, NJ 07030

Phone: 919-378-9823

CommonWell HIMSS23 Narrative - Long Description

Vendor	Product(s) to be shown	Standard(s) to highlight	Story
CommonWell			<p>Teresa Reitman is a working mom of two, who resides in Hoboken, NJ and always remains up to date with her annual exams. She is established with an internist as her PCP, a pulmonologist, and a cardiologist, and will have other one-time encounters in other care settings along her health journey.</p> <p>Tech/Services Featured:</p> <p>CommonWell core services include a <u>Master Patient Index (MPI)</u>, <u>Record Locator Service (RLS)</u>, and <u>data broker</u>, all within a <u>trusted network</u>. Connected provider organizations can easily use the MPI and RLS to do a smart search and find clinical data for their patients from other care providers on the network. The data broker acts on behalf of the provider organization to make exchange seamless and eliminates the need for costly point-to-point connections.</p>
Health Gorilla Pulmonologist	Patient360	XCPD; XCA Query; XCA Retrieve FHIR R4 US Core 3.1.1 Document Query MedicationStatement	<p>Story: Teresa has a standing bi-annual check-in with her pulmonologist to manage her moderate to severe asthma. She is prescribed Trelegy and Singulair along with ProAir as needed to help manage her asthma. Her medications and visit information are captured by the pulmonologist and are made available in that organization's FHIR server for future queries.</p>

			<p>Tech/Services Featured:</p> <p>Teresa is already established in the CommonWell network and linked to her other care providers within the <u>Master Patient Index (MPI)</u>. As a part of her visit with the pulmonologist, they use <u>XCA query and XCA retrieve</u> to search for any documents from past visits to make sure that they have the latest data. They find her last PCP visit and pull that document into her chart. Data that they create during the visit gets <u>stored on their FHIR server</u> so that future providers can query for discrete FHIR resources. They also create an <u>encounter-based document</u> that is available on the network to be queried.</p>
<p>athenahealth Primary Care Provider (PCP)</p>	<p>Patient Record Sharing</p>	<p>XCPD; XCA Query; XCA Retrieve; XCA Exchange FHIR R4 US Core 3.1.1</p>	<p>Story: Three months later she has her annual wellness exam with her primary care provider (PCP), and he does lab work, all which comes back normal.</p> <p>Tech/Services Featured:</p> <p>During her wellness exam, her PCP was able to use an <u>XCA query and retrieve</u> to pull her last clinical document from the pulmonology visit three months ago. In addition, the labs that were taken and reviewed during the visit were <u>stored as a FHIR resource on the PCP's FHIR server</u> for future care team members to query.</p>
<p>MEDITECH Cardiologist</p>	<p>Expanse</p>	<p>FHIR R4 US Core 3.1.1 UDAP SSRAA 1.0.0</p>	<p>Story: Two months later, Teresa has a scheduled appointment for her annual cardiology check-in for mild hypertension. Her provider is able to see that she also sees a local pulmonologist and PCP.</p> <p>Tech/Services Featured:</p> <p>Using the Expanse platform, her cardiologist is able to easily <u>query the PCP's FHIR server and see the lab results</u> from the visit two months ago. He notes that her labs were normal and therefore does not order blood work, which saves Teresa from experiencing duplicate orders. Additionally, the cardiologist is able to <u>query CommonWell using FHIR document reference and binary resources</u> to pull the document from the pulmonology visit and a document from the PCP visit with more details.</p>

<p>eClinicalWorks Urgent Care</p>	<p>eClinicalWorks</p>	<p>XCA Query; XCA Retrieve CommonWell Health Alliance REST API</p>	<p>Story: Despite her best efforts to remain healthy, she has a sore throat and feels unwell, so she goes to her local urgent care to quickly be tested for COVID-19 and the flu. Using CommonWell, her urgent care provider can see her medications, problems, and past encounters. She receives a positive COVID-19 diagnosis and goes home to rest and recover.</p> <p>Tech/Services Featured:</p> <p>During the check-in process, a new patient registration transaction is sent to CommonWell and <u>autolinking, which is a deterministic matching algorithm</u>, allows the urgent care to link within the CommonWell MPI to the pulmonologist, PCP, and cardiologist and easily <u>query and retrieve her records</u> from each of those care locations. This linking is able to take place without any manual intervention because CommonWell also <u>normalizes and standardizes the addresses</u> so that this exact match can take place.</p>
<p>OneRecord IAS Provider</p>	<p>OneRecord</p>	<p>XCPD; XCA Query; XCA Retrieve</p>	<p>Story: While she's home recovering, she decides to use her right to access her own medical data, and downloads OneRecord to search for and aggregate her medical information to date.</p> <p>Tech/Services Featured:</p> <p>Before she can use OneRecord to query for her own data, she first has to go through an <u>identity verification workflow that follows the NIST 800-63A IAL2</u> requirements to ensure that she is who she claims to be. This is a critical step to ensuring that the app is taking her privacy and security seriously. Once she is successfully identity proofed, then OneRecord can register her in the <u>CommonWell MPI</u> and again through <u>autolinking</u>, she is automatically linked to the pulmonologist, PCP, cardiologist, and urgent care and can pull her medical records into the OneRecord application.</p>
<p>Oracle Health Emergency Dept.</p>	<p>Connect to CommonWell</p>	<p>XCPD; XCA Query; XCA Retrieve</p>	<p>Story: While traveling down to the Jersey Shore (~72 miles away) to visit family, Teresa experiences a severe asthma attack and is rushed to the Emergency Department, where she is unable to speak and can only nod yes or no. She is</p>

			<p>admitted to the hospital and is given medication and monitored for the next 18 hours before being released.</p> <p>Tech/Services Featured:</p> <p>Her urgent visit to the ED highlights the power of the <u>CommonWell RLS</u>. Without a comprehensive, national RLS, some systems limit XCPD searching to a 50 mile radius around the patient. If that was the case here, then the ED would not have been able to see all of Teresa’s records from back in Hoboken. Because the ED is a part of the CommonWell network, they are able to get a <u>comprehensive response and use XCA query and retrieve to pull back documents from all of her past encounters</u> - pulmonologist, PCP, cardiologist, and urgent care. They are able to quickly and efficiently see her medications, problems, and other critical data to provide the best care in the moment when it matters most.</p>
<p>MatrixCare Home Health</p>	<p>MatrixCare Home Health and Hospice</p>	<p>XCPD; XCA Retrieve/Exchange FHIR R4 US Core 3.1.1 Document Query</p>	<p>Story: She is given orders to work with a Home Health agency who will perform weekly monitoring, provide disease management, patient education, and provide some therapy for deconditioning based on recent COVID19 diagnosis and asthma attack. She is discharged from hospital to her home back in Hoboken with home health services.</p> <p>Tech/Services Featured:</p> <p>The ED <u>sends a referral using Direct Secure Messaging</u> to MatrixCare to initiate the encounter. Then MatrixCare uses <u>FHIR document reference</u> (the same as an XCA query) and receives a list of documents back from all of her previous care providers. Then they use an <u>XCA retrieve</u> to pull back those documents and have a comprehensive view of her past medical records. Her Home Health care provider contributes a visit note back to the network when queried.</p> <p>CommonWell services allow its members the flexibility to use both XCA query and retrieve and also FHIR document reference and binary resources to pull documents and the <u>data broker</u> transforms between the two standards in the middle so that members can use the technology of their choosing.</p>

<p>Health Gorilla Pulmonologist</p>	<p>Patient360</p>	<p>XCPD; XCA Query; XCA Retrieve FHIR R4 US Core 3.1.1 Document Query MedicationStatement</p>	<p>Story: Upon discharge from home health, Teresa is scheduled for a 4 week follow up with her pulmonologist to reassess and ensure she is making good progress.</p> <p>Tech/Services Featured:</p> <p>Her pulmonologist uses two methods to retrieve data, all automated by the Patient360 system. First, the system performs a <u>dynamic client registration</u> transaction to the MEDITECH authorization server and after successfully authenticating and gaining authorization, is then able to <u>query the FHIR server and see medications, allergies, problems, and more in discrete FHIR resources</u>. Following the same flow, the pulmonologist can also see the lab results from the PCP. Using the query-based document retrieval method, the pulmonologist is also able to retrieve encounter-based notes from the other members of Teresa’s care team and put all of the content together to gain a comprehensive view of her medical journey over the last six months.</p>
<p>CommonWell</p>			<p>CommonWell summarizes and closes the demonstration.</p> <p>Thanks to the CommonWell MPI, RLS, and data broker, Teresa’s care team is able to provide exceptional care along the continuum because they had a streamlined method to access her clinical data when and where they needed to, regardless of where her past care occurred.</p>