Clinic Connect

Instant *e*-Referrals from Emergency Rooms to Community Clinics, enabling continuity of care and supporting Medical Home linkage

Clinic Connect is a web-based application enabling Clinics to receive and manage *e*-Referrals. Additionally, Clinic Connect provides Clinic Physicians with relevant patient data to ensure continuity of care.

Long Term Value

- Guides patients to appropriate place of care for non-emergent treatment
- Reduction in unnecessary ER utilization
- Improvement in accuracy and efficiency of diagnosis and treatment
- Increase in likelihood of patients returning to Clinic as a Medical Home
- Minimal "front-end" costs
- Straightforward and user-friendly with minimal adoption time

"Clinic Connect has helped our program control costs through improved efficiencies, and appropriate utilization of ER and Clinical resources."

Dr. Himmet Dajee,
County of Orange
MSI Medical Director

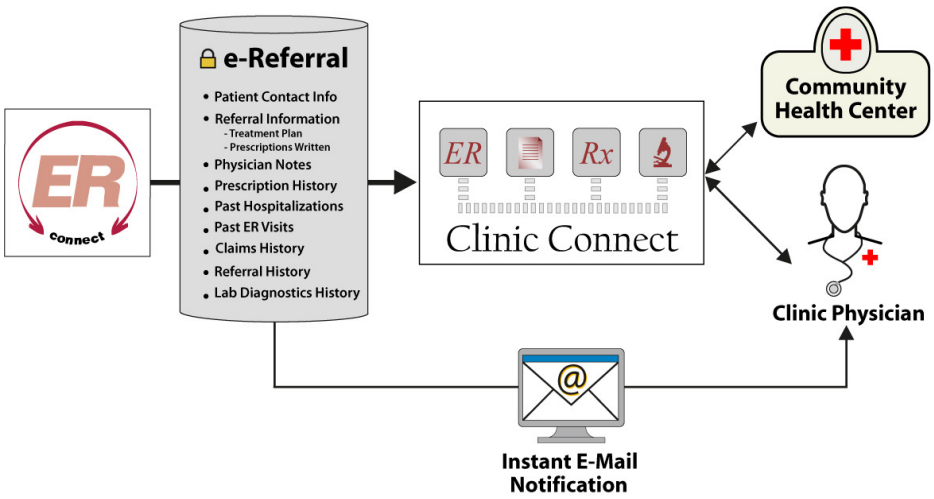
Enhance health services at the point of care.

Clinic Connect facilitates use of available patient information by providing Clinic Physicians with relevant data to diagnose and treat patients e-Referred from Hospital Emergency Rooms. This includes ER physician recommended treatment plan, ER prescriptions written, physician notes, prescription history, past hospitalizations, past ER visits, claims history, referral history, and laboratory diagnostics history.

Support Medical Home linkage with *e*-Referral.

Clinic Connect's electronic referral functionality supports Medical Home linkage efforts by electronically connecting Emergency Rooms with Community Clinics. This enables Community Clinics to receive patient medical data and proactively contact patients to schedule follow-up appointments. Results have shown that getting patients to the appropriate place of care reinforces patient behavior and proper utilization of Emergency Room resources.

Clinic Connect *e*-Referral Schema



Clinic Connect receives *e*-Referrals from Hospital Emergency Rooms via its sister application, ER Connect. When an ER physician e-Refers a patient, Clinics receive immediate e-mail notification, enabling timely follow-up for proactive appointment scheduling.

Clinic Connect maintains the highest levels of security and confidentiality

- Flexible and customizable multi-user access control
- Three-tier system architecture ensures security and scalability
- 128-bit SSL encryption
- HIPAA compliant
- 24/7 site monitoring and backup ensure consistency and availability
- Sensitive data including user password and database backups are encrypted

"Clinic Connect has made our workflow process more efficient, and enabled us to reach out to our "at-risk" population to increase the chances of establishing our Clinic as their Medical Home. With the efficiencies gained, we render care more effectively, and enhance the quality of life for those who were bouncing through our County system."

Dr. Margarita Pereyda
Clinic Medical Director

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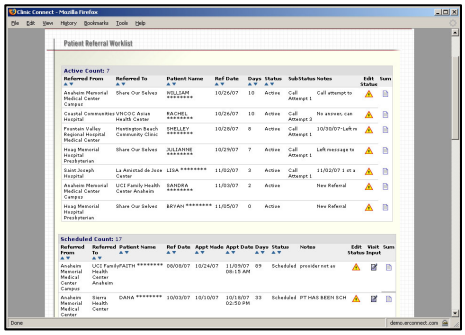
Proactively receive and manage *e*-Referrals.

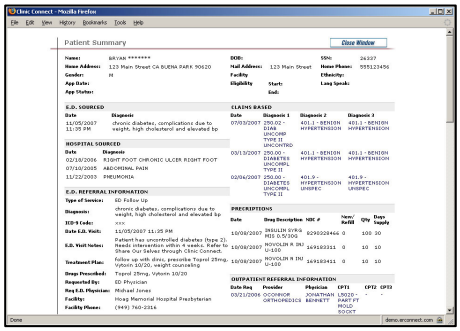
Clinic Connect enables Clinics to proactively schedule patient appointments by providing key demographics including phone number, language spoken, and address information. Additionally, Clinic Connect's Patient Referral Worklist makes it easy to manage communication and appointment scheduling.



Clinic Connect's Patient Referral Worklist enables easy tracking of contact attempts, notes, and appointment scheduling.

Diagnose and treat patients with greater confidence.

Clinic Connect provides a snapshot of multiple sources of current and historical patient information, in an intuitive format.



Clinic Connect was designed with direct input from Clinic Physicians to ensure that it provides all of the features and data that would otherwise be unavailable in a traditional paper-based referral system.

Manage Clinic utilization more effectively.

Clinic Connect streamlines Clinic processes by enabling physicians to view relevant details of a patient's medical history prior to appointments. This improves efficiency and helps avoid duplication of services and duplication of prescriptions. Additionally, the time saved reduces administrative costs.

Clinic Connect is simple to adopt and use, with minimal implementation costs.

As a web-based application, Clinic Connect harnesses the power of the internet to facilitate data communication. This enables secure 24/7 access to data with no new investment in hardware. Additionally, Clinic Connect can be implemented transparently and with minimal costs.

Clinic Connect delivers substantial Return on Investment

- **Reinforces Medical Home linkage, reducing costs associated with inappropriate ER utilization**
- **Enables Clinic Physicians to diagnose and treat patients with greater confidence and efficiency**
- **Reduces duplication of services and prescriptions**