



Medical Neighborhood

Regional Connectivity for Better Patient Outcomes

Patient healthcare outcomes are dependent on so much more than what happens inside a primary care or hospitals' physical space. Environmental, social and behavioral factors deeply influence health and healthcare status, and are often sighted as a reason many people can't achieve optimal health, both in our region and across the state and country. Addressing social determinants of health and promoting better connectivity and coordination among all providers – primary care, behavioral health, social services – and by utilizing state-of-the-art technology to assist in doing so is a hallmark of HCGC's mission.

A well-coordinated patient experience requires a complete picture of a patient's health information. This means that every patient's healthcare provider has a single point of access for referrals and information sharing—from local healthcare providers, social service agencies, and other healthcare stakeholders.

To strengthen information sharing and relationships between clinical and social service organizations, The Healthcare Collaborative of Greater Columbus (HCGC) and our partners developed Medical Neighborhood, a cloud-based, shared referral tool.

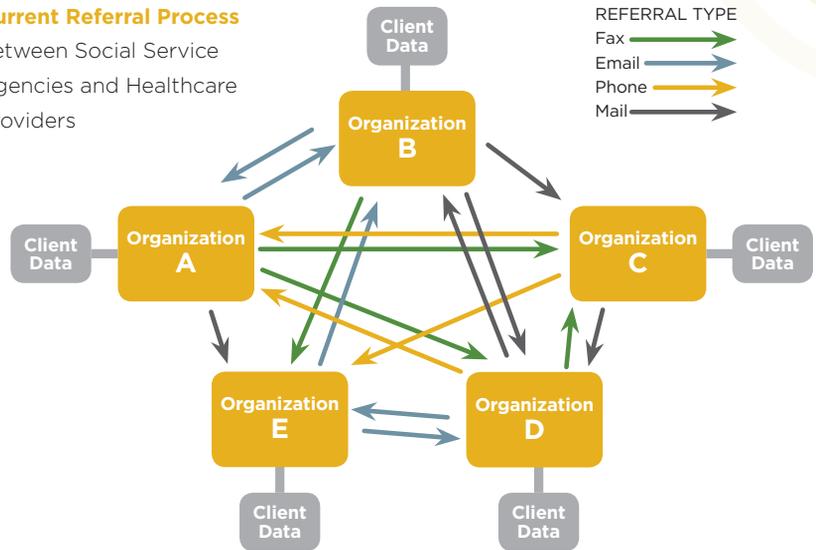
Technology cannot replace strong provider relationships, but it can augment a difficult world where data, from screenings and assessments, to not only making a referral but having access to the referral outcomes in real-time, can make a difference. Learn more about our Medical Neighborhood work by visiting:

www.hcgc.org

MEDICAL NEIGHBORHOOD REFERRAL INFRASTRUCTURE

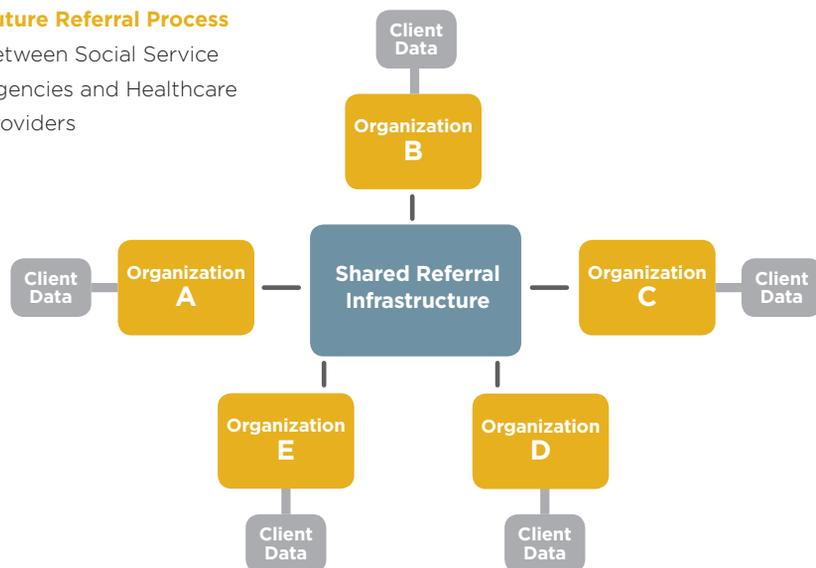
Current Referral Process

between Social Service Agencies and Healthcare Providers



Future Referral Process

between Social Service Agencies and Healthcare Providers



IMMEDIATE RETURN ON INVESTMENT.

Streamline the process and time for the patient referral process

A one-stop shop that allows for a common, shared social determinants of health screening, multiple referrals, real-time status of referrals (including scheduling of appointment, secure document sharing, instant messaging with referral and originating providers, and customizable intake questions), and even risk stratification to be able to see highest-need patients first.

"In a matter of days we were able to move through three referrals on CliniSync that would have taken us weeks prior to using this online tool."

Increase efficiency in transferring records across organizations

No more lost faxes or chasing down records when meeting with a referred patient.

"Using the referral tool has greatly improved our no-show rate and our efficiency within a scheduled appointment."

Improve security and communication compliance internally and externally

Eliminate the risk of unsecure emails, faxes and voicemails being sent with patient health information.

"I no longer worry if my staff is in compliance with HIPAA because their communication now flows through a secure environment."

Provide access to a statewide Community Health Record* which shows a full history of what patients have been seen for and where

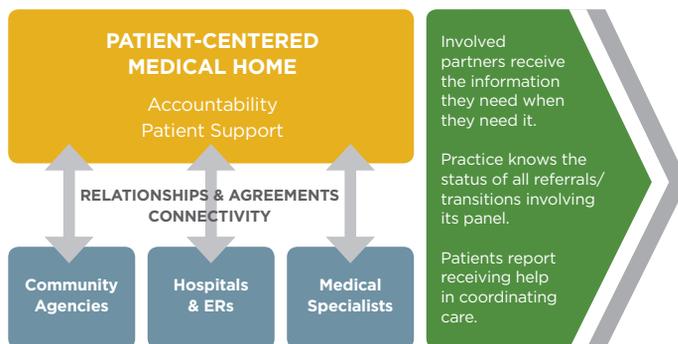
Allows organization to see the full history of where and for what their client/patient has been seen for in the past.

"Before we even meet with a client, we take a look at their care summary in the Community Health Record so we are able to understand their previous health history and ultimately provide them better care."

**Non-clinical organizations on the Referral Tool will not have access to the broader Community Health Record*

OPPORTUNITIES FOR ENHANCED REFERRAL TOOL CONNECTIVITY:

- Emergency Departments identifying primary care providers for high-utilizers
- Employers helping new employees identify health services
- Social services referring to other providers
- Care Coordinators from payers/plans enhancing payer care coordination services and understanding patient history for new members
- Ability to track patient history to reduce duplication of services and potential error



Source: The MacColl Center for Healthcare Innovation Group Health Cooperative

CURRENT PARTNERS

- Alliance Healthcare Partners
- Care Coordination Network
- Central Ohio Area Agency on Aging
- Central Ohio Diabetes Association
- Central Ohio Primary Care
- Charitable Pharmacy of Central Ohio
- Clintonville-Beechwood Community Resource Center
- Concord Counseling
- CompDrug
- Equitas Health
- Franklin County Public Health
- Health Center at Faith Mission
- Healthcare Collaborative of Greater Columbus
- Heart of Ohio
- Helping Hands Health & Wellness Center
- IKOR
- Kroger Pharmacy
- La Clinica Latina
- LifeCare Alliance
- Lower Lights Christian Health Center
- Mental Health America of Franklin County
- Metropolitan Family Care
- Mount Carmel Health Partners
- National Church Residences
- Nationwide Children's Hospital
- Netcare
- Ohio State University Total Health and Wellness
- Physicians CareConnection
- PrimaryOne Health
- Ripple Life Care Planning
- Southeast, Inc
- Syntero
- The Breathing Association
- The Pharmacy at Mount Carmel
- Trio Pharmacy
- Violet Township Fire Department
- YMCA of Central Ohio

The Medical Neighborhood Referral Tool is provided by our partners at:



High-Quality Referrals & Transitions for Providers & Patients

For more information or to learn how to become a part of the Medical Neighborhood and Referral Tool, please contact Carrie Baker at 614-441-2323 or carrie@hcg.org.