



## Leveraging Alerts to Improve Care and Satisfaction

### CASE STUDY: Betances and Healthix

Betances, a growing Federally Qualified Health Center (FQHC) in NYC, provides primary and specialty care as well as complementary services, all under one roof -- making it easy for patients to receive the care they need. They serve a diverse, multi-generational patient population, regardless of the patient's ability to pay. Betances is beginning to realize the powerful benefits of data exchange to help identify their complex patients and improve their care coordination.

As part of their growth and expansion of services, Betances began educating staff and patients on the importance of granting Healthix consent to allow access to their medical information. With consent granted, when an Emergency Department (ED) admission/discharge occurs anywhere in the region, Betances receives an alert. That ED alert prompts a staff member to review the patient's hospital discharge summary. Depending on the severity of the condition, the patient is called, and an office visit is scheduled immediately or within 7 to 14 days. The ability to know that a patient has been admitted to the hospital allows Betances to review any newly prescribed medications, make any necessary referrals to a specialist, and provide continuity of care to help better manage a patient's condition.

These simple proactive steps have been met with both surprise, appreciation and positive patient feedback. They mark the beginning of how Betances will operationalize alerts and data exchange in the future to maximize patient care.

*Betances is an FQHC delivering quality care to almost **5,000** underserved and uninsured patients, at multiple NYC locations*



Healthix is one of the largest public health information exchanges in the nation, with data of more than 17 million patients in New York City and Long Island. Healthix facilitates data exchange to improve care coordination and lower costs.



**BETANCES HEALTH CENTER**

Betances was founded in 1970 to serve the indigent and homeless of the Lower East Side. Today, they have transformed themselves into a multi-site FQHC that provides integrated quality healthcare in a family, friendly environment.