



Clinical Alerts Help Care for Patients

CASE STUDY: Healthix and Institute for Family Health

Through Healthix, The Institute for Family Health is able to access patient data that is actionable, relevant and easily accessible. This data is available right at a provider's fingertips, and positively impacts patient care.

Here's how the partnership works: The Institute, a federally qualified health center, cares for men, women, children and families regardless of their ability to pay. When a patient of the Institute arrives in the Emergency Room, or is admitted to the hospital, Healthix provides a clinical alert into the Institute's EMR. This alert immediately notifies the Institute regarding the patient --- right then and there.

Healthix clinical alerts are critical for Institute's complex patients, living with HIV, mental illness, on dialysis, or those suffering from multiple clinical problems. The patient may be unable to explain their condition upon admission, and the alert allows the Institute's clinician to reach out in real-time to speak with Emergency Room staff. This ensures essential information is conveyed clinician to clinician. The Institute's clinician may also contact the patient to suggest an office visit and follow-up. The alert contains important data on the patient's condition such as diagnosis, procedures, labs, radiology tests and more information that may be vital.

*The Institute for Family Health annually cares for more than **117,000** patients at **32** locations*

Healthix Alerts are Triggered for:

- ED admission/discharge
- Hospital admission/discharge
- Skilled Nursing Facility admission/discharge
- Death notifications
- Incarceration/Release NYC Correctional Facilities
- Customizable Alerts (Frequent ED Visit, Clinical Information Updates, etc.)



Healthix is a public health information exchange with data of more than 16 million patients in the Greater New York area. As a key partner in the Statewide Health Information Network of New York (SHIN-NY), Healthix provides patient data from across the state.



The Institute for Family Health is one of the largest federally qualified health center (FQHC) networks in New York State, providing health care services regardless of the ability to pay. The Institute leads innovative clinical and community health programs, trains the next generation of health care workers, and addresses health disparities.