

SUCCESS STORY: Advantage Care DTC



HIE tools enable care during the pandemic DTC Succeeds with Healthix Alerts and Telehealth Support

Long Island-based Advantage Care Diagnostic and Treatment Center (DTC), a facility providing ambulatory health services, remains true to its goal of offering a comforting, personalized patient experience – even amid the pandemic.

Advantage Care points to Healthix' COVID-19 Alerts and our modified telehealth workflow, as essential supports in their continued delivery of medical and mental/behavioral health care services, when in-person visits were limited.

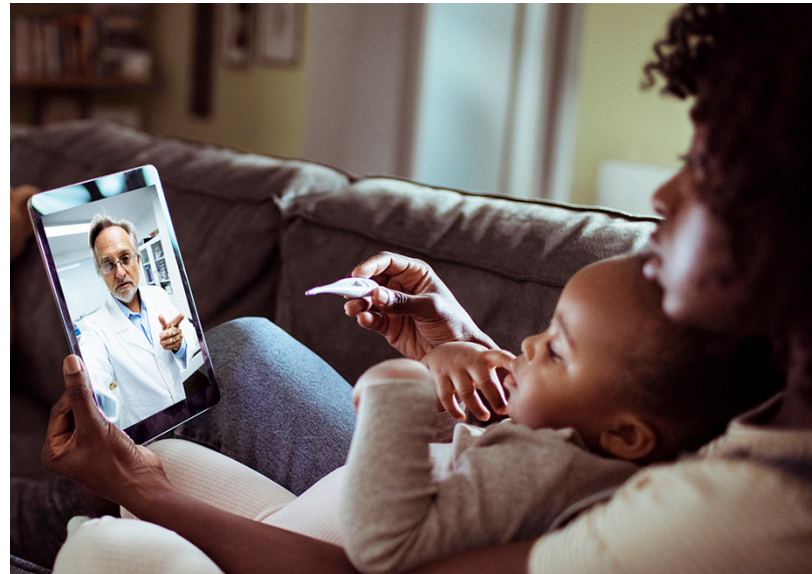
This organization received over a hundred COVID-19 Alerts on test results and accessed Healthix data through our telehealth workflow in as many times, during the peak of the outbreak. When written patient consent was difficult to obtain, the revised telehealth workflow allowed for verbal consent. This provision comports with the State's pandemic-related waiver of consent policy restrictions.

“During the height of the pandemic, virtually 100 percent of visits were done via telehealth, and the COVID-19 Alerts rapidly notified providers of results.”

Mary Fullam, RN, Clinical Nurse Manager

Once they accessed the Healthix Portal, care teams viewed inpatient consults and other hospitalization records, diagnostic imaging, labs, medical histories and other data. Also, the COVID-19 Alerts helped staff triage patients prior to appointments.

Members of their COVID-19 task force ensured that treating physicians received alerts and confirmed verbal consents were documented. Advantage Care plans to provision more nurses to further leverage HIE.



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