

A photograph of a healthcare professional in a white coat talking to an elderly woman lying in a hospital bed. The woman is wearing a blue and white patterned hospital gown and looking towards the professional. The background is a bright, clinical setting.

## Improve Quality of Care and Clinical / Administrative Workflows During Patient Transfers

Easy and secure exchange of patient information between healthcare facilities ensures best practices throughout the patient journey

### SETTING

As patients move across care settings, particularly when multiple provider networks are involved, sharing patient records is crucial to improving patient outcomes.

As an example, a 70-year-old patient was transferred from a small community hospital to a tertiary care center for hip surgery. The accepting facility received the patient, however none of the patient's clinical documentation was included in the transfer. A request was made for her medical record, which was delivered via fax and some data in her record was barely legible. When in surgery the next day, the patient's blood pressure rose to the point of impacting the ability of her organs to function properly.

After the transfer to the intensive care unit, her blood pressure dropped rapidly, a serious post-surgery complication. The next day, the patient's complete medical records arrived. The transferring facility record showed that the patient had an ECG showing signs of a heart attack. Yet, a review of the receiving hospital's admission records showed the patient had "normal ECG," and no complaints of chest pain. Had the accepting facility received the patient's full medical record on time, the case would have been managed differently and the life-threatening complication could have been prevented.

## CHALLENGE

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Communication between unrelated healthcare organizations is often challenging and inefficient. Due to a lack of interoperability, and the need to adhere to state, local and federal regulations, sharing files between health IT systems can adversely impact clinical care workflows. This can lead to breakdowns in communication and the delivery of inaccurate or incomplete information in the patient transfer process. These limitations can impede timely and efficient care or, worse, lead to life-threatening complications.

Adding to the difficulty of patient transfer across healthcare settings, are a few key issues:

- Records often span multiple systems in the transferring hospital, requiring time-consuming consolidation of information
- Printed out patient records, including images, could be easily lost or misplaced during transit
- Duplication of diagnostic procedures increases costs, and can often be declined by insurance, resulting in the hospital not being reimbursed, or patient billing disputes

## SOLUTION

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With Accellion's secure content collaboration platform, kiteworks, healthcare organizations can securely share all the necessary patient information that is critical for delivering quality care. And when patient information and other protected health information (PHI) needs to be shared across organizational boundaries, such as during a patient transfer to an out of network facility, Accellion is uniquely qualified to facilitate a complete and secure record transfer.

With kiteworks, healthcare organizations also have full visibility into all patient file activity. Auditable logs that show who accessed a file, when and where it was accessed, and what was done with it (e.g. sent, downloaded, printed, etc.) enable healthcare organizations to demonstrate compliance with HIPAA and HITECH and respond quickly to legal requests for records.

For more information visit our website: [www.accellion.com/healthcare](http://www.accellion.com/healthcare)