

Align. Recruit. Comply. Connect.

Find out how with answers to these commonly asked questions.



What is interoperability?

Interoperability is the ability for different information technology systems and software applications to communicate, exchange data, and use the information that has been exchanged.

Why does interoperability matter to post-acute healthcare?

Interoperability allows information to do what it should – follow the patient and foster better care transitions. Home health and hospice without interoperability is a disconnected industry that results in incomplete care, incorrect reports, and the inability to efficiently receive care details from providers. Lack of interoperability also limits the ability to provide updates, assessment findings, and trends to referring providers.

What is the history of healthcare interoperability?

Health Level Seven International (HL7) was founded in 1987 by Donald W. Simborg, CEO of Simborg Systems. HL7 is a non-profit, global community of healthcare subject matter experts and information scientists dedicated to providing standards for healthcare interoperability. HL7 is currently supported by more than 1,600 members from over 50 countries, including over 500 corporate members representing healthcare providers, government stakeholders, payers, pharmaceutical companies, vendors, suppliers,

and consulting firms. Seventeen years later, former President George Bush created the Office of the National Coordinator for Health Information Technology (ONC) to further push the concept of a nationally coordinated health information technology and the idea of an interconnected health care ecosystem.

Is interoperability safe, secure, and HIPAA compliant?

Yes. MatrixCare's interoperability services utilize robust privacy and security for all data exchanges. MatrixCare's services and specifications are designed with complete privacy and HIPAA compliance. Additionally, MatrixCare enforces protocols to monitor access to its systems and allows your security team to configure the system for security that works for your organization.

How can MatrixCare interoperability improve my organization's operational processes?

MatrixCare software can interface and integrate with your key partner and supplier systems for improved efficiency and operational effectiveness.

The more complex the patient, the greater the value of interoperability

- Average home health patient has 4 active diagnoses
- Average chronically ill patient has records with more than ten providers

Interoperability improves:

- Patient care
- Clinician satisfaction
- Referral source relationships
- Reimbursement metrics

Interoperability FAQ

How will MatrixCare interoperability improve my organization overall?

When incorporating interoperability into your business strategy, your organization will:

- **Align** with the needs of your referral sources
- **Recruit** and retain staff
- **Stay Informed** of government regulations and mandates
- **Connect** with and retain your patients

Can interoperability benefit my patients?

Absolutely. Most patients receive care from a series of clinics, independent practices, and hospitals. Those separate interactions make up the entirety of their medical history, known as their longitudinal care record or summary. This history documents past symptoms, procedures, tests, allergies, complications, etc. Lack of access to all of those data points can be both inconvenient and dangerous for a patient. Full visibility, transparency, and access to patient data is the primary benefit of interoperability.

How will interoperability keep my organization competitive?

Interoperability will help keep your organization at the forefront of your competition and top of mind of your referral sources. Here's how:

- **Differentiation.** Interoperability will differentiate you from the competition, because your organization will not be viewed as a black hole of care delivery to referral sources.
- **Credibility.** A reputation for offering the latest technological advancements will improve your organization's credibility - and interoperability is at the cutting edge of healthcare technology.
- **Relevance.** Your patients expect you to constantly implement the latest technological trends in healthcare.
- **Quality.** Interoperability allows you to deliver the highest quality patient care and customer service.

Interoperability *by the numbers*

95%
95% of ACOs see interoperability as largest barrier to effective health information technology

34% - **45%**
Only **34% - 45%** of referrals ever reach the referred to provider

20%
Almost **20%** of medical errors occur due to lack of patient records

75%
75% of your nurses feel that coordinating patient records is too burdensome



What are some of the ways that MatrixCare EMR incorporates interoperability?

MatrixCare Hospital Connectivity Direct is a safe, secure, and HIPAA compliant way for home health and hospice agencies to communicate with referral sources. Hospital Connectivity Direct includes these features:

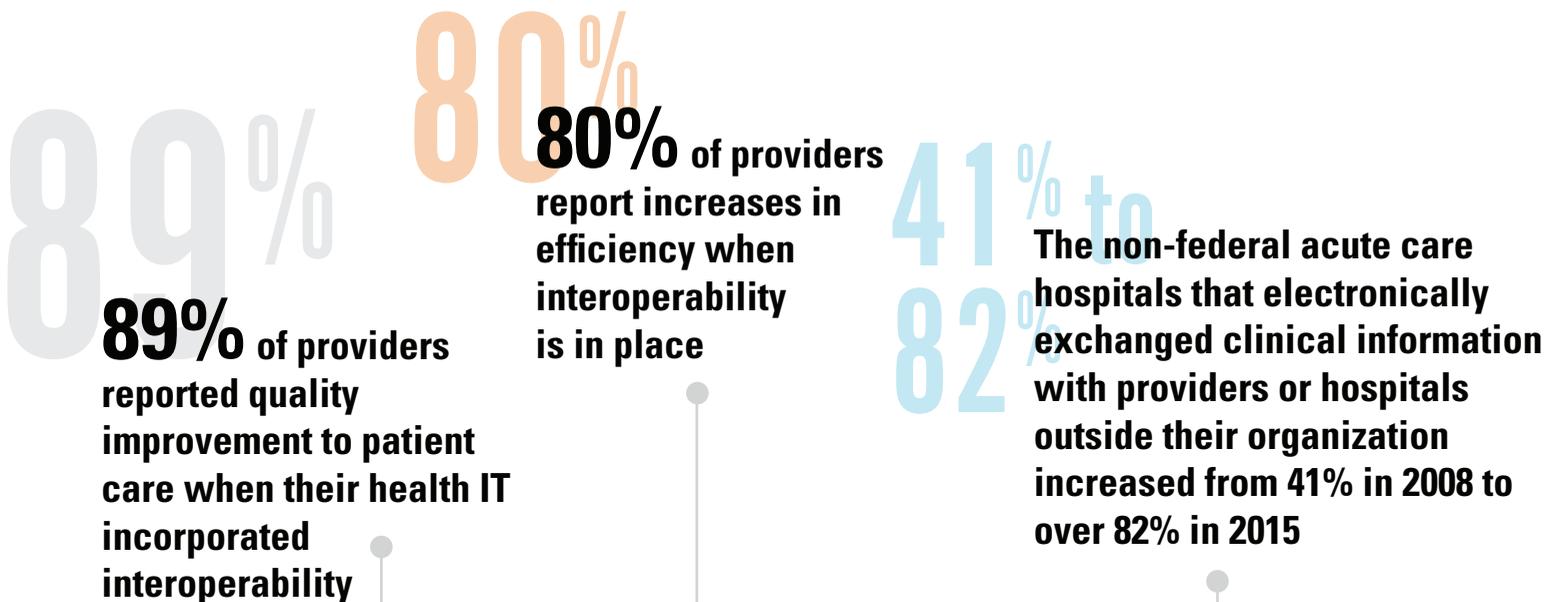
- **eReferral** uses inbound Direct Secure Messaging (DSM) and other technologies, which allows the safe transfer of clinical information between providers. Similar to email, DSM makes it easy for referral sources to send and receive patient referral information electronically.
- **Outbound DSM** gives MatrixCare users the ability to send messages to acute and ambulatory providers, and to attach CCDs, PDF, and other files to the message. Additionally, outbound DSM can be used to message a hospital during the intake process via eReferral.
- **Outbound ADT and CCD** functionality allows home health and hospice agencies to push information in HL7 V2 and CCD formats to other organizations or software vendors based on admission, discharge, transfer events, or significant changes to patient clinicals. This eliminates dual entry and helps agencies meet requirements to share info with state HIEs and other endpoints.

- **FHIR API** allows partner software companies to pull information from MatrixCare's database via a secure "electronic handshake." The data returned is in industry standard FHIR format, the cutting-edge method of health information data exchange. For MatrixCare, FHIR based interoperability is pivotal to our overall interoperability initiative.



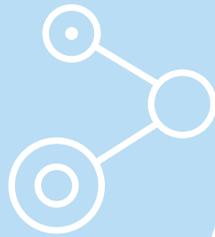
MatrixCare also partners with the **Commonwell Health Alliance**, a vendor-led organization that embeds interoperability services into healthcare technology to enable seamless, trusted access to healthcare information.

Commonwell Health Alliance is a nationwide care network that can plug MatrixCare customers into an environment that allows free sharing of health records among participating organizations including Cerner, Meditech, Greenway, eCW, Athena Health, Epic, and many more. MatrixCare is proud to be a certified member of the alliance, with membership on the board of directors.



How will MatrixCare interoperability move my organization into a more connected future?

MatrixCare technology enables data accessibility, an essential tool for achieving compliance and patient satisfaction. MatrixCare EMR will keep you aligned with these goals through an interoperable approach to healthcare. Additionally, MatrixCare has multiple different connection methods to connect to as many organizations as possible. Incorporating interoperability will keep your post-acute organization competitive and relevant.



Here are just some of the benefits of interoperability:

- **Enhanced Relationships with Referral Sources:** When choosing a provider, referral sources are going to choose to interoperate – allowing them to seamlessly send and receive data on patients. Having the technology that allows your agency to do this will set you apart from the competition.
- **Streamlined operations:** Sending and receiving data electronically means fewer documents, less effort searching patient records, less time communicating with referring providers, and more information available for your providers' initial encounters with patients. Increased visibility of patient information can result in more thorough documentation, greater likelihood of approved claims, and full reimbursements.
- **Increased productivity:** With a more efficient system comes a better process, meaning your staff spends less time performing tedious administration tasks and more time being productive with patients, providers, and referral sources.
- **Improved patient experience:** All these benefits come together to create a better patient experience. More efficient processes allow for more time with patients. Improved communication means data gets shared quickly and accurately, and trusted providers are able to provide better care.



Get in touch: Do you have a question?
Send us an email at info@matrixcare.com or
contact us at **1-866-469-3766**.