Connecting Information to Action:

How SD Health Link's Point of Care Exchange & Notify Services Can Support Community Health Workers





Why Does This Matter?

- They went to the ER.
- They were hospitalized.
- They saw a specialist.
- Their medications changed.
- They were discharged.
- They missed a follow-up.
- They received care somewhere you didn’t know about.

The Information Gap



Where does the CHW fit into the story?

What if We Could Close Some of Those Gaps?

What if you didn’t have to wait for the patient to tell you?











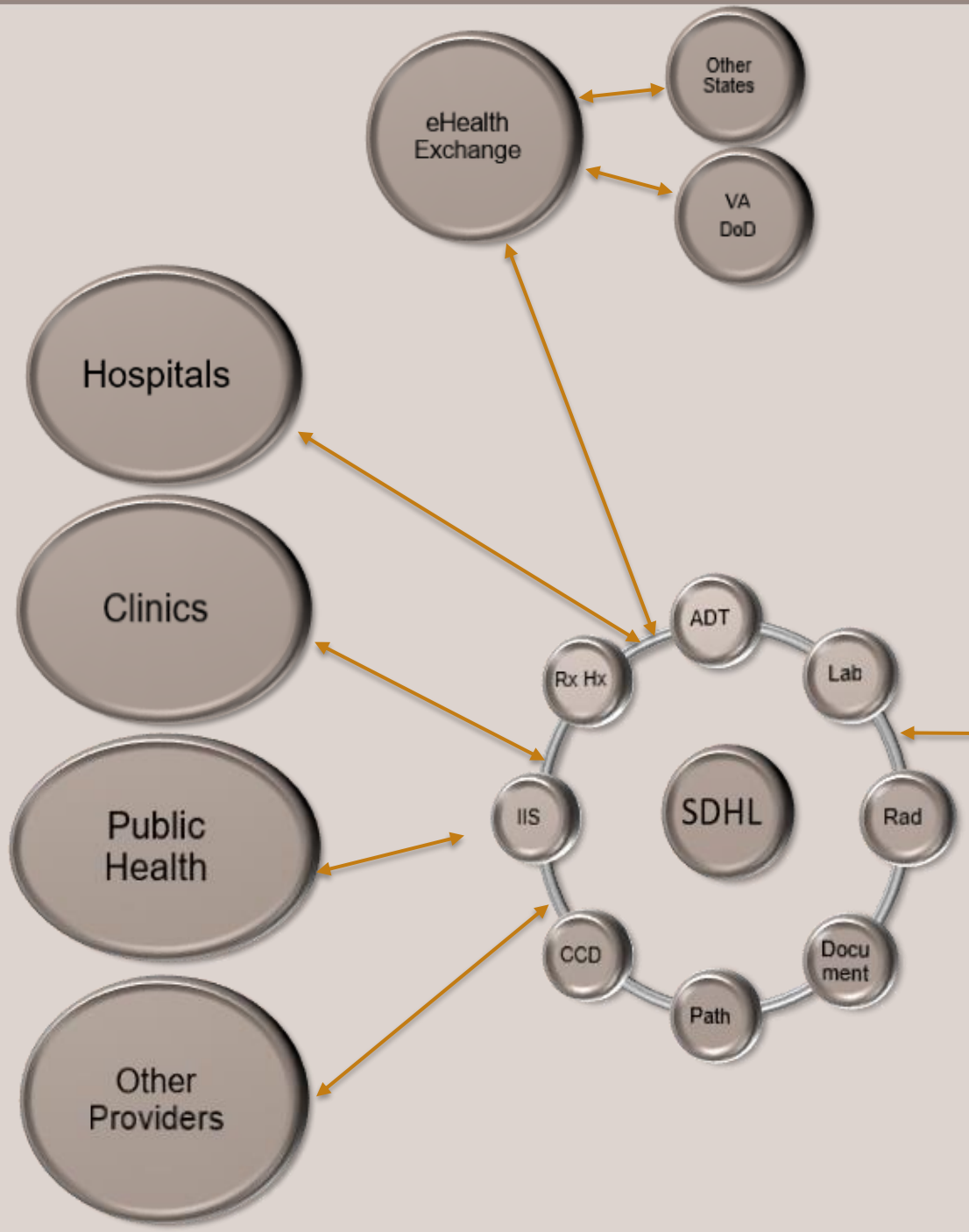
- What information do you need to do your job?
- What information are you missing?
- Where do you get that information today?
- How much time do you spend finding it?



SD HEALTH LINK 101

Point of Care Exchange

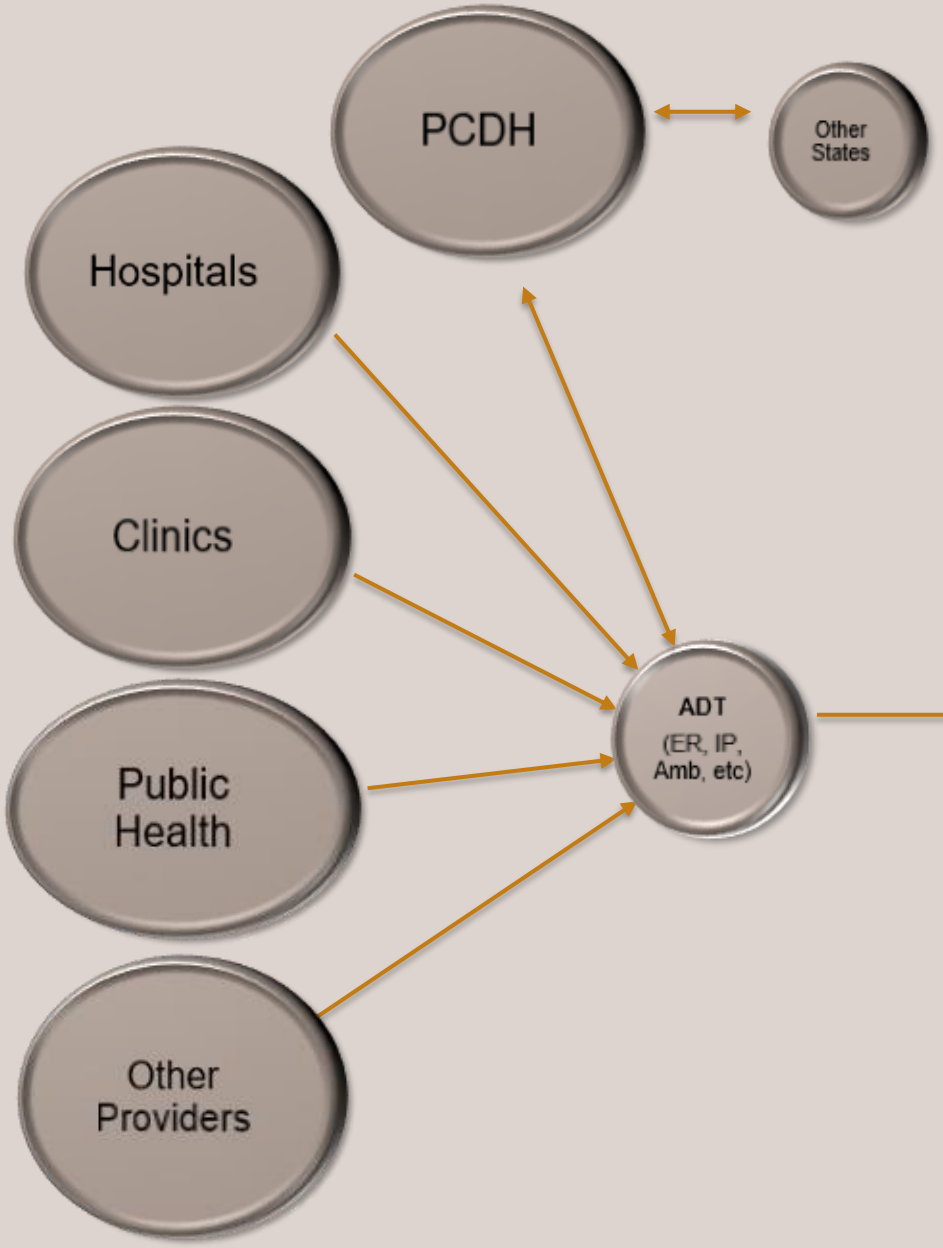
Clinical data from across the health care community
When and where you need it
One simple query





Clinical Event Notifications

Real time notifications of clinical events
Targeted and timelier follow up
Better outcomes

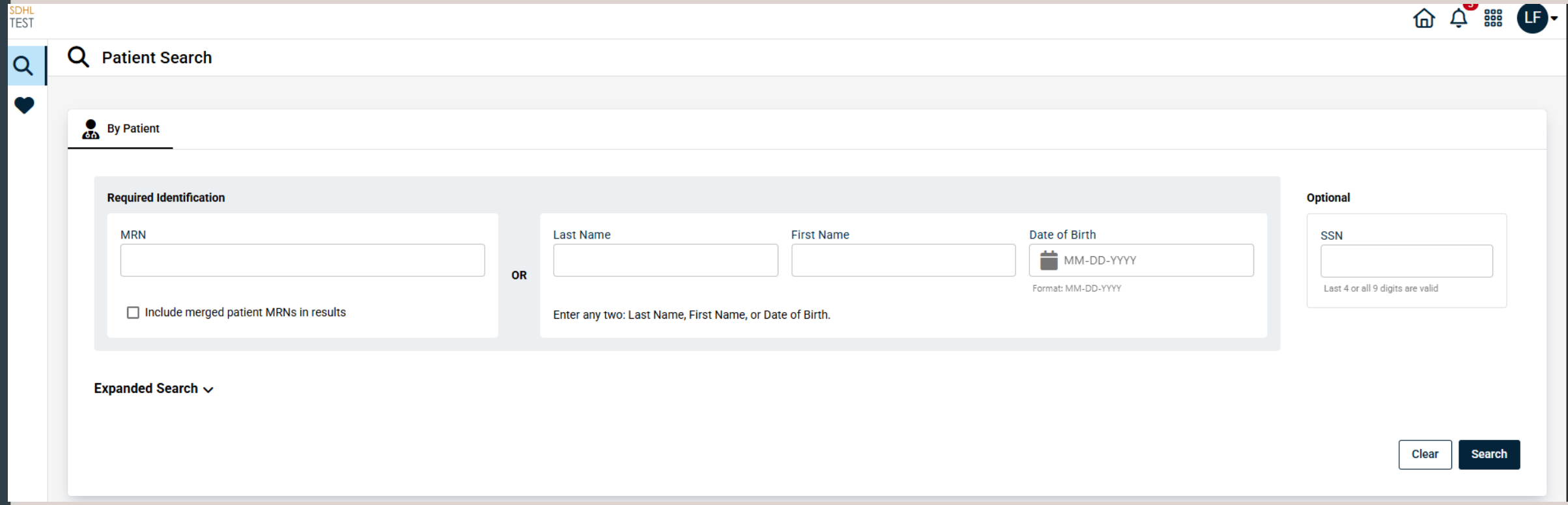




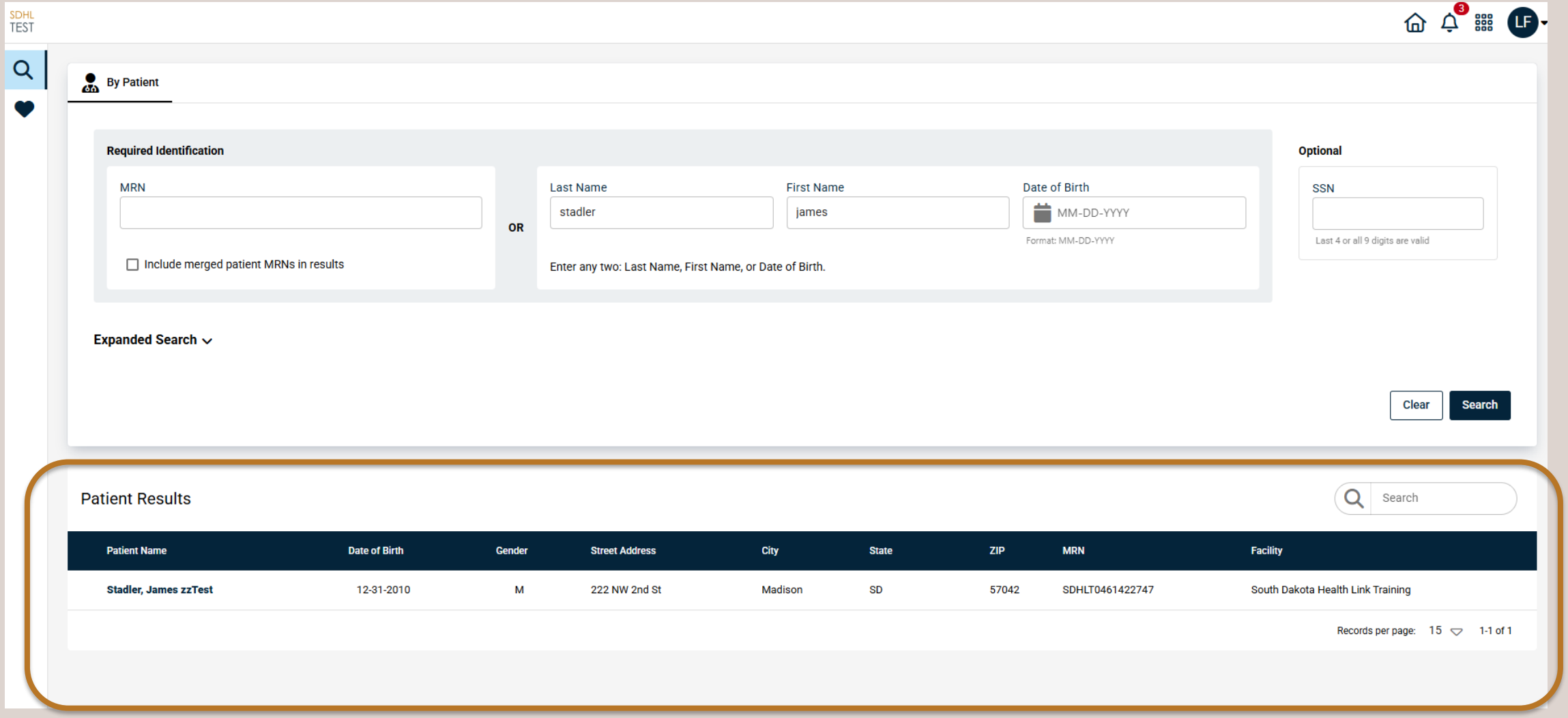


Point of Care Exchange Demo

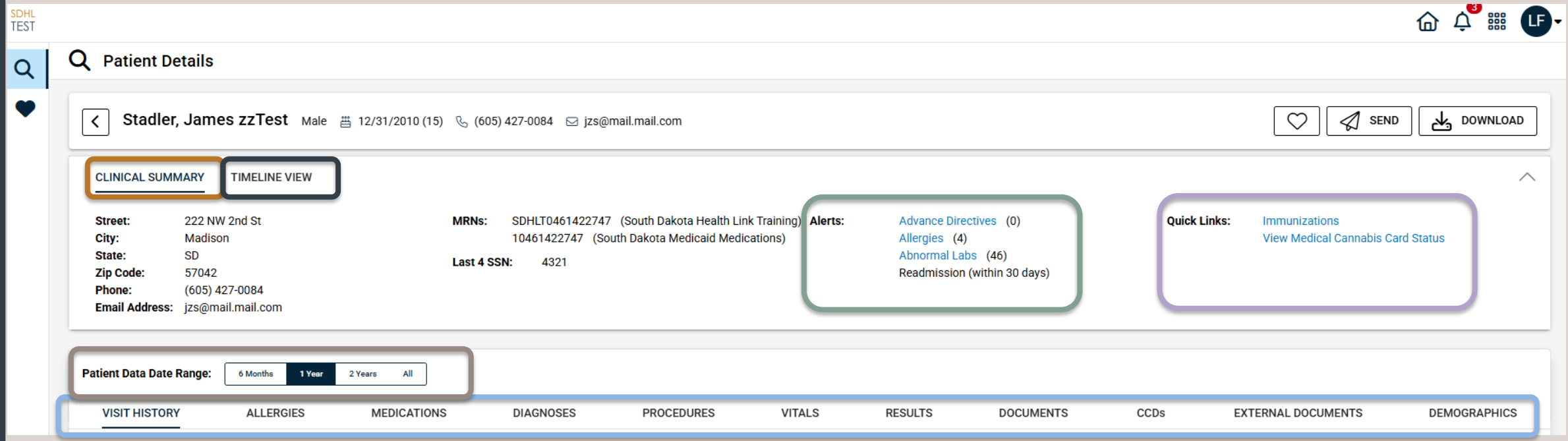
PoC 2.0 – Patient Search



PoC 2.0 – Search Results



PoC 2.0 – Navigation



The Clinical Summary tab displays detailed patient information, including visit history, allergies, CCDs, etc.

The Timeline View provides a quick glance at the patient over a time and includes admission types, lab tests, and trends.

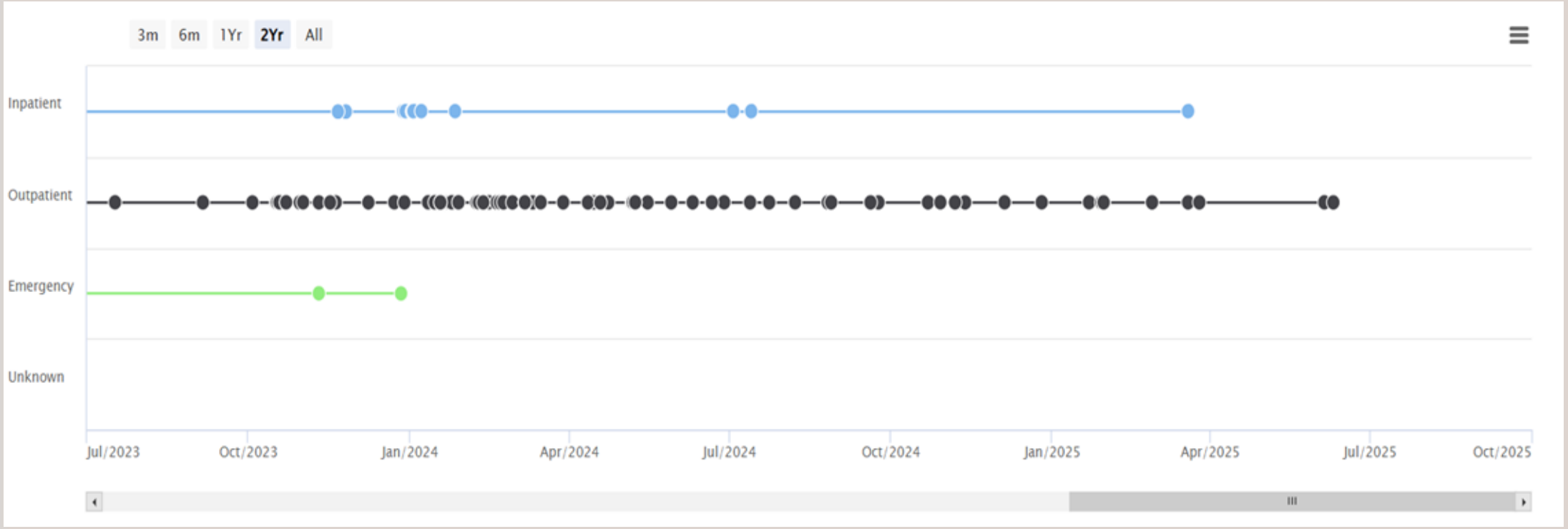
The Patient Date Data Range will display available data within the date range selected.

Alerts display advance directives, allergies, the number of abnormal labs reported in the specific time frame selected, and Readmissions (within 30 days).

Quick Links provide the queries to the South Dakota Immunization registry as well as the South Dakota Medical Cannabis Card Status system.

Clinical Data Tabs display available data for the data tab type selected.

PoC 2.0 – Timeline View



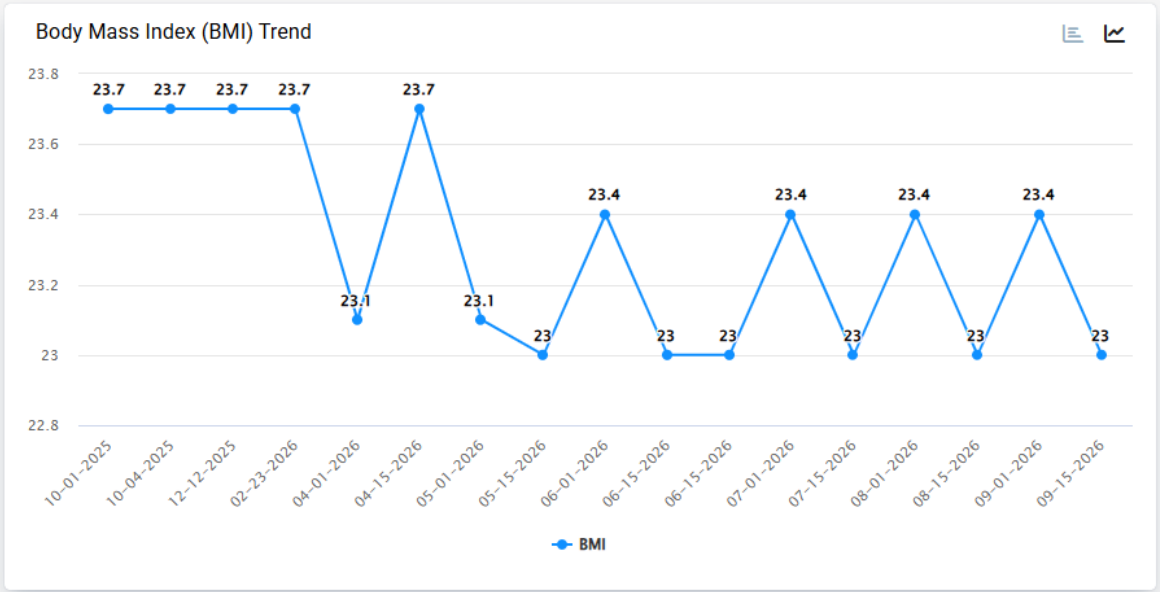
PoC 2.0 – Timeline View – Lab Trends

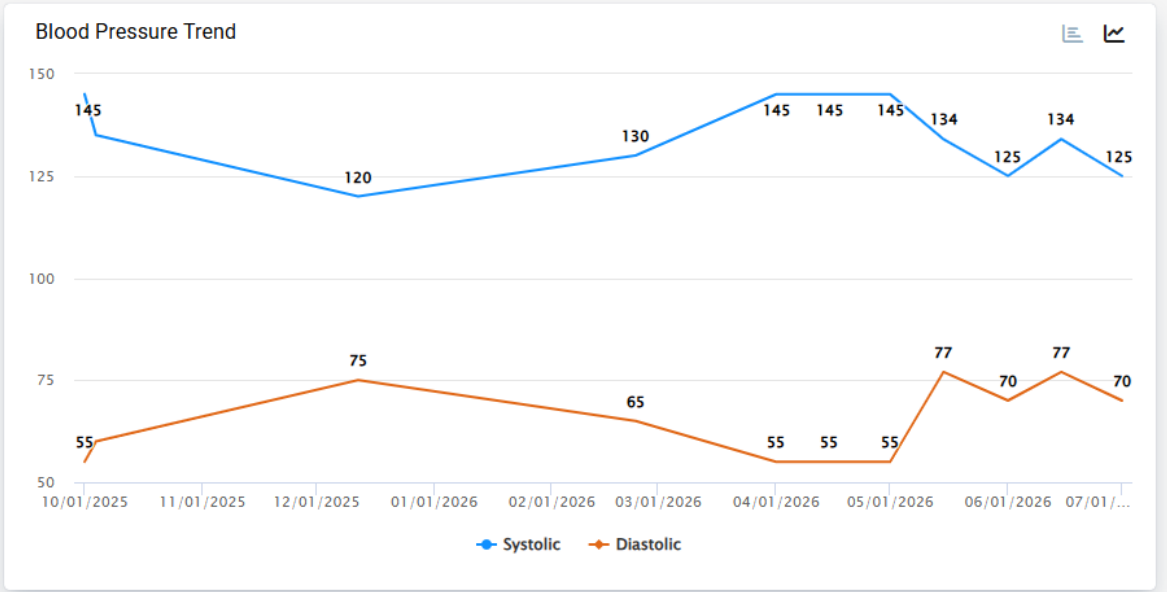
Search

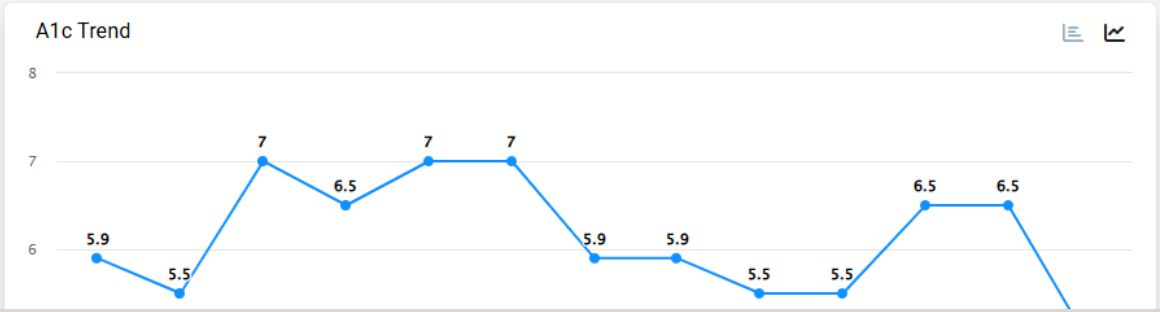
Lab Trends

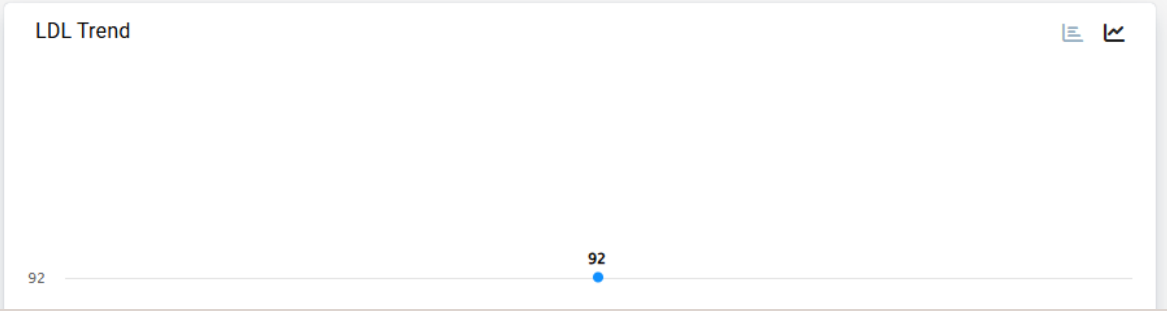
Test Name	Recent Result Date	Most Recent Result	Units	Flag	Trend
TSH	06/05/2025	2.83	uIU/mL		
Glucose POC	03/22/2025	208	mg/dL		
HCT	03/22/2025	30.8	%		
Platelet	03/22/2025	369	K/uL		

PoC 2.0 – Timeline View – Other Trends

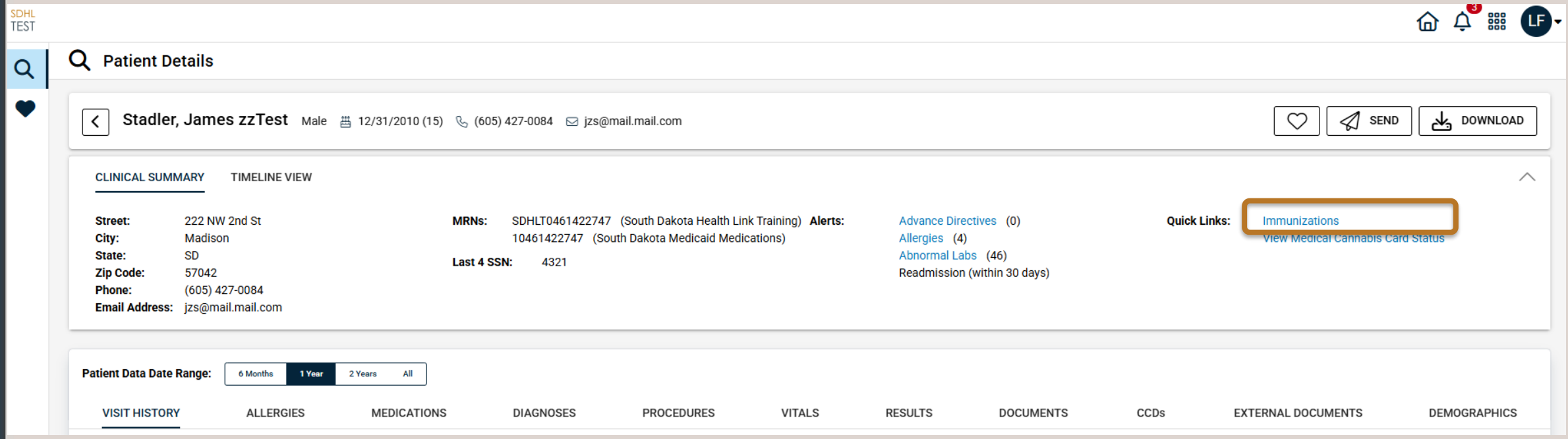








PoC 2.0 –Immunizations



PoC 2.0 –Immunizations

Stadler, James zzTest - Male, 15 Years (DOB : 12-31-2010)

Vaccine Schedule

Vaccine Group	Dose #	Earliest Date	Recommended Date	Overdue Date	Status
COVID-19	P	09-02-2026 12:00 AM			
DTaP/Tdap/Td	U	07-20-2027 12:00 AM			
HPV	P	12-31-2019 12:00 AM			
Influenza	P	07-01-2026 12:00 AM			
Meningococcal	U	12-31-2026 12:00 AM			
Meningococcal B	U	12-31-2026 12:00 AM			
Zoster	U	12-31-2060 12:00 AM			

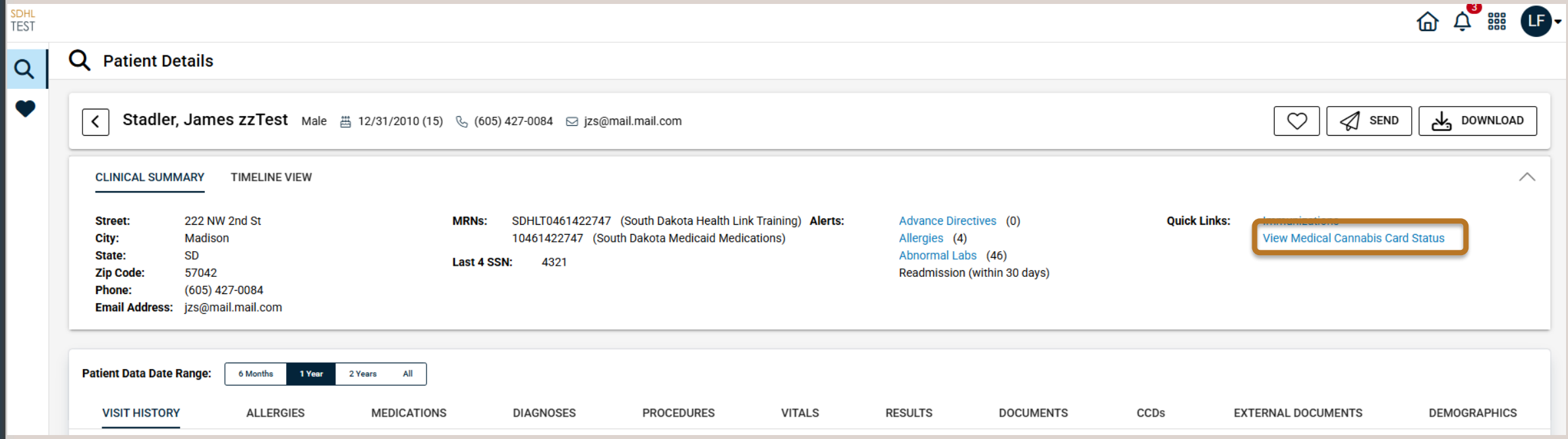
Records per page: 50 1-7 of 7

Immunization History

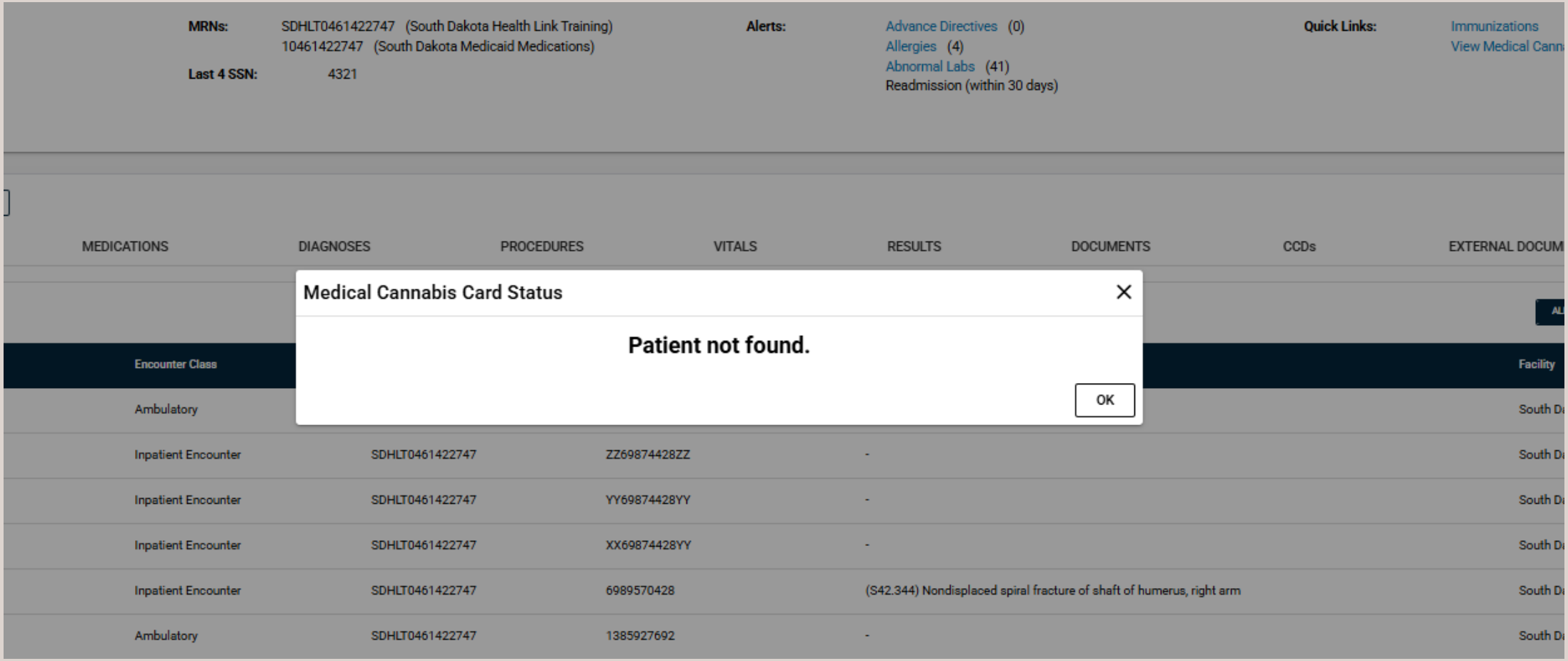
Refusal Contraindications Reactions

Vaccine	Dose 1	Dose 2	Dose 3	Dose 4	Dose 5	Dose 6	Dose 7
DTaP-Hib-IPV	02-28-2011 12:00 AM	05-09-2011 12:00 AM	07-11-2011 12:00 AM	07-16-2012 12:00 AM			
DTaP-IPV	06-01-2016 12:00 AM						
Hep A, unspecified formulation	01-13-2012 12:00 AM	07-16-2012 12:00 AM					
Hep B, adolescent or pediatric	01-01-2011 12:00 AM	02-28-2011 12:00 AM	07-11-2011 12:00 AM				
Influenza, split virus, trivalent, preservative	10-18-2017 12:00 AM	09-23-2020 12:00 AM					
influenza, unspecified formulation	01-13-2012 12:00 AM	01-18-2013 12:00 AM	10-24-2013 12:00 AM				
meningococcal ACWY, unspecified formulation	07-20-2022 12:00 AM						
MMR	01-13-2012 12:00 AM	06-01-2016 12:00 AM					

PoC 2.0 –SD Medical Cannabis



PoC 2.0 –SD Medical Cannabis



PoC 2.0 –Alerts

Allergies

Search

Export to CSV

Allergies	Severity	Reaction	Code	Coding System	Type	Identification Date	Facility
Dog dander	Severe (Severity Modifier) (Qualifier Value)	Chest Tightness - Rash - Sneezing	260154005	SCT	Allergy To Substance (Disorder)	12-31-2012	South Dakota Health Link Training
Cow dander	Severe (Severity Modifier) (Qualifier Value)	Chest Tightness - Rash - Sneezing	260153004	SCT	Allergy To Substance (Disorder)	12-31-2012	South Dakota Health Link Training
Cat dander	Severe (Severity Modifier) (Qualifier Value)	Chest Tightness - Rash - Sneezing	260152009	SCT	Allergy To Substance (Disorder)	12-31-2012	South Dakota Health Link Training
Ragweed pollen	Mild (Qualifier Value)	Sneezing	256303006	SCT	Allergy To Substance (Disorder)	12-31-2012	South Dakota Health Link Training

Abnormal Labs

Search

Export to CSV

Observation Date/Time	Test Type	Description	Code	Coding System	Alerts	Priority	Ordering Provider	Facility	Status
09-16-2026 09:22 AM	LABORATORY	Urinalysis With Reflex To Microscopy And Culture	10041	L	Abnormal	Routine	DR Grey, Meredith	South Dakota Health Link Training	Final
09-16-2026 09:22 AM	LABORATORY	Magnesium - phosphate - lactate panel	10056	L	Abnormal	Routine	DR Grey, Meredith	South Dakota Health Link Training	Final
09-16-2026 09:22 AM	LABORATORY	Manual Differential Panel	10025	L	Abnormal	Routine	DR Grey, Meredith	South Dakota Health Link Training	Final
09-16-2026 09:22 AM	LABORATORY	Complete Blood Count With Manual Differential	10040	L	Abnormal	Routine	DR Grey, Meredith	South Dakota Health Link Training	Final
09-16-2026 09:22 AM	LABORATORY	Erythrocyte Morphology Panel	10044	L	Abnormal	-	DR Grey, Meredith	South Dakota Health Link Training	Final
09-16-2026 09:22 AM	LABORATORY	Complete Blood Count With Automated Differential	10021	L	Abnormal	-	DR Grey, Meredith	South Dakota Health Link Training	Final
08-07-2026 02:37 PM	LABORATORY	HbA1C	10020	L	Abnormal	-	DR Grey, Meredith	South Dakota Health Link Training	Final

PoC 2.0 –Visit Summary

Patient Data Date Range: 6 Months | **1 Year** | 2 Years | All

VISIT HISTORY | ALLERGIES | MEDICATIONS | DIAGNOSES | PROCEDURES | VITALS | RESULTS | DOCUMENTS | CCDs | EXTERNAL DOCUMENTS | DEMOGRAPHICS

Search

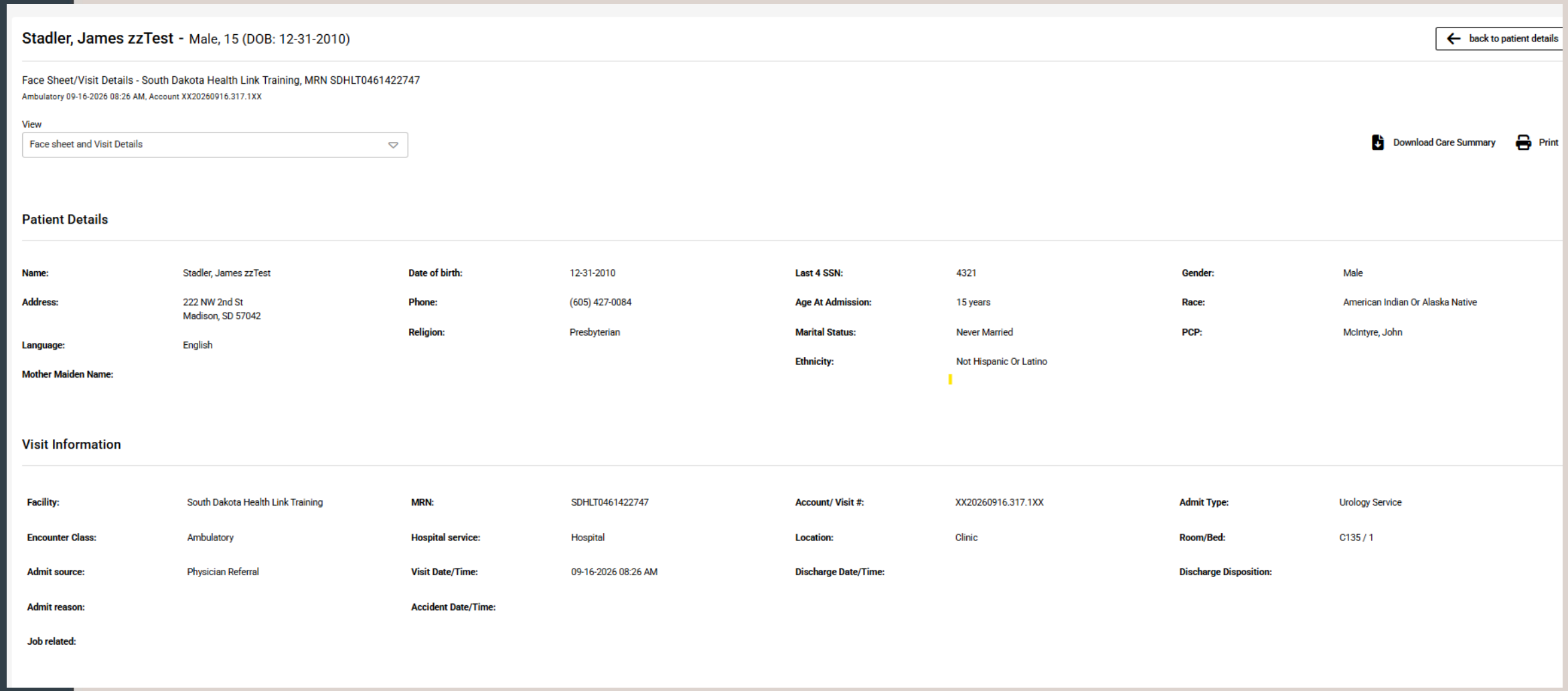
ALL | Source Data | CCD Data

EXPORT

Visit Date/Time ↓	Discharge Date/Time	Encounter Class	MRN	Visit ID	Admit Diagnosis	Facility
09-16-2026 08:30 AM Facesheet	-	Ambulatory	SDHLT0461422747	XX20260916.317.1XX	(Z94.0) Kidney transplant status	South Dakota Health Link Training
09-15-2026 09:32 AM Facesheet	09-15-2026 07:32 PM	Inpatient Encounter	SDHLT0461422747	ZZ69874428ZZ	-	South Dakota Health Link Training
09-01-2026 09:32 AM Facesheet	09-01-2026 07:32 PM	Inpatient Encounter	SDHLT0461422747	YY69874428YY	-	South Dakota Health Link Training
05-01-2026 09:32 AM Facesheet	05-01-2026 07:32 PM	Inpatient Encounter	SDHLT0461422747	XX69874428YY	-	South Dakota Health Link Training
02-19-2026 10:30 AM Facesheet	02-23-2026 04:43 PM	Inpatient Encounter	SDHLT0461422747	6989570428	(S42.344) Nondisplaced spiral fracture of shaft of humerus, right arm	South Dakota Health Link Training
12-12-2025 10:45 AM Facesheet	-	Ambulatory	SDHLT0461422747	1385927692	-	South Dakota Health Link Training
10-12-2025 09:30 AM Facesheet	-	Ambulatory	SDHLT0461422747	YY105594428	-	South Dakota Health Link Training
10-04-2025 10:25 AM Facesheet	10-04-2025 11:10 AM	Ambulatory	SDHLT0461422747	102094428	-	South Dakota Health Link Training
10-01-2025 09:25 AM Facesheet	10-01-2025 01:30 PM	Emergency	SDHLT0461422747	6987294428	(M79.601) Pain in right arm	South Dakota Health Link Training

Records per page: 10 1-9 of 9

PoC 2.0 –Face Sheet



Stadler, James zzTest - Male, 15 (DOB: 12-31-2010)

back to patient details

Face Sheet/Visit Details - South Dakota Health Link Training, MRN SDHLT0461422747

Ambulatory 09-16-2026 08:26 AM, Account XX20260916.317.1XX

View

Face sheet and Visit Details

Download Care Summary

Print

Patient Details

Name:	Stadler, James zzTest	**Date of birth:**	12-31-2010	**Last 4 SSN:**	4321	**Gender:**	Male
Address:	222 NW 2nd St Madison, SD 57042	**Phone:**	(605) 427-0084	**Age At Admission:**	15 years	**Race:**	American Indian Or Alaska Native
Language:	English	**Religion:**	Presbyterian	**Marital Status:**	Never Married	**PCP:**	McIntyre, John
Mother Maiden Name:				**Ethnicity:**	Not Hispanic Or Latino		

Visit Information

Facility:	South Dakota Health Link Training	**MRN:**	SDHLT0461422747	**Account/ Visit #:**	XX20260916.317.1XX	**Admit Type:**	Urology Service
Encounter Class:	Ambulatory	**Hospital service:**	Hospital	**Location:**	Clinic	**Room/Bed:**	C135 / 1
Admit source:	Physician Referral	**Visit Date/Time:**	09-16-2026 08:26 AM	**Discharge Date/Time:**		**Discharge Disposition:**	
Admit reason:		**Accident Date/Time:**					
Job related:							

PoC 2.0 –Allergies

VISIT HISTORY | ALLERGIES | MEDICATIONS | DIAGNOSES | PROCEDURES | VITALS | RESULTS | DOCUMENTS | CCDs | EXTERNAL DOCUMENTS | DEMOGRAPHICS

Search

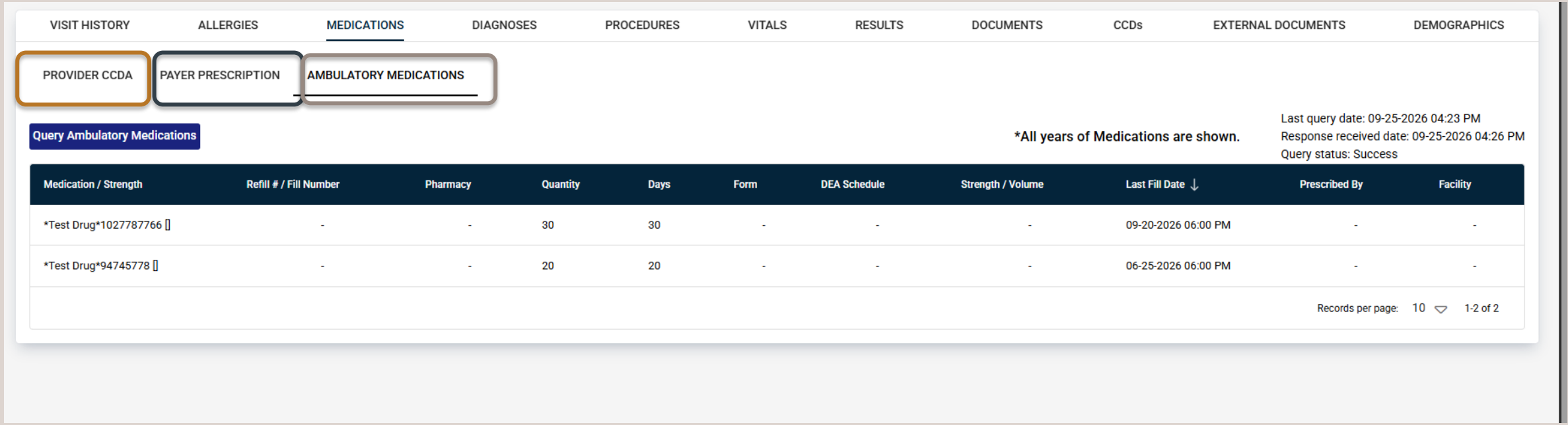
*All years of allergy records are shown.

EXPORT

Allergies	Severity	Reaction	Code	Coding System	Type	Identification Date ↓	Facility
Dog dander	Severe (Severity Modifier) (Qualifier Value)	Chest Tightness - Rash - Sneezing	260154005	SCT	Allergy To Substance (Disorder)	12-31-2012	South Dakota Health Link Training
Cow dander	Severe (Severity Modifier) (Qualifier Value)	Chest Tightness - Rash - Sneezing	260153004	SCT	Allergy To Substance (Disorder)	12-31-2012	South Dakota Health Link Training
Cat dander	Severe (Severity Modifier) (Qualifier Value)	Chest Tightness - Rash - Sneezing	260152009	SCT	Allergy To Substance (Disorder)	12-31-2012	South Dakota Health Link Training
Ragweed pollen	Mild (Qualifier Value)	Sneezing	256303006	SCT	Allergy To Substance (Disorder)	12-31-2012	South Dakota Health Link Training

Records per page: 10 1-4 of 4

PoC 2.0 –Medications



Provider CCDA contains any medication parsed from the CCD.

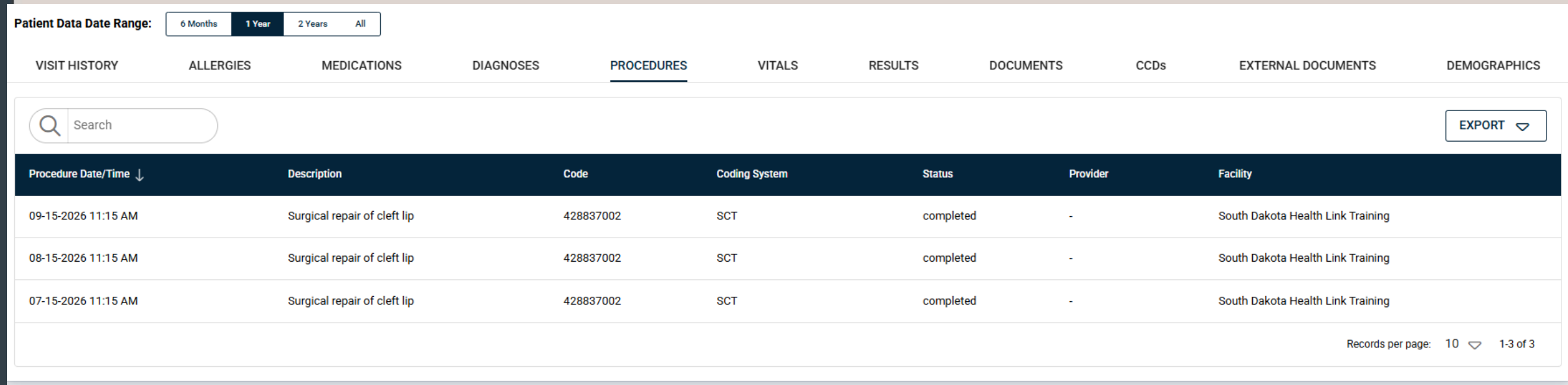
Payer Prescription contains SD Medicaid prescription claims data.

Ambulatory Medications is a 12-month fill history nationwide.
Medications that are run through a pharmacy benefit manager.

PoC 2.0 –Diagnoses

Diagnosis Date/Time ↓	Code	Description	Coding System	SNOMED Code	SNOMED Description	Type	Provider	Facility
09-16-2026	R53.1	Weakness	I10	-	-	Final Diagnosis (Discharge)	DR Grey, Meredith	South Dakota Health Link Training
09-16-2026	R51.9	Headache, unspecified	I10	-	-	Final Diagnosis (Discharge)	DR Grey, Meredith	South Dakota Health Link Training
09-16-2026	N18.4	Chronic kidney disease, stage 4 (severe)	I10	-	-	Working Diagnosis	DR Grey, Meredith	South Dakota Health Link Training
09-16-2026	Z94.0	Kidney transplant status	I10	-	-	Admitting Diagnosis	DR Grey, Meredith	South Dakota Health Link Training
02-23-2026	S42.344	Nondisplaced spiral fracture of shaft of humerus, right arm	I10	-	-	Final Diagnosis (Discharge)	DR Wayne, Thomas	South Dakota Health Link Training
02-19-2026	S42.344	Nondisplaced spiral fracture of shaft of humerus, right arm	I10	-	-	Admitting Diagnosis	DR Wayne, Thomas	South Dakota Health Link Training
12-12-2025	Z00.0	Encounter for general adult medical examination	I10	-	-	Final Diagnosis (Discharge)	DR McIntyre, John Trapper	South Dakota Health Link Training
10-04-2025	S63.633	Sprain of interphalangeal joint of left middle finger	I10	-	-	Final Diagnosis (Discharge)	DR McIntyre, John Trapper	South Dakota Health Link Training
10-04-2025	S42.345	Nondisplaced spiral fracture of shaft of humerus, left arm	I10	-	-	Final Diagnosis (Discharge)	DR McIntyre, John Trapper	South Dakota Health Link Training
10-01-2025	S63.632	Sprain of interphalangeal joint of right middle finger	I10	-	-	Final Diagnosis (Discharge)	DR Wayne, Thomas	South Dakota Health Link Training

PoC 2.0 –Procedures



PoC 2.0 –Vitals

Search

All | Source Data | CCD Data

EXPORT

Date/Time Last Reported ↓	Description	Value	Unit	Code	Coding System	Comments	Facility
09-15-2026 12:00 AM	BMI	23	-	39156-5	LN	-	South Dakota Health Link Training
09-15-2026 12:00 AM	BP Systolic	134	mm[Hg]	8480-6	LN	-	South Dakota Health Link Training
09-15-2026 12:00 AM	BP Diastolic	77	mm[Hg]	8462-4	LN	-	South Dakota Health Link Training
09-15-2026 12:00 AM	Respiratory rate	16	/min	9279-1	LN	-	South Dakota Health Link Training
09-15-2026 12:00 AM	Heart rate	65	/min	8867-4	LN	-	South Dakota Health Link Training
09-15-2026 12:00 AM	Temperature	98.7	F	8310-5	LN	-	South Dakota Health Link Training
09-15-2026 12:00 AM	Pulse oximetry	97	%	59408-5	LN	-	South Dakota Health Link Training
09-15-2026 12:00 AM	Height	75	in	8302-2	LN	-	South Dakota Health Link Training
09-15-2026 12:00 AM	Weight	184	lb	29463-7	LN	-	South Dakota Health Link Training
09-15-2026 12:00 AM	Mean blood pressure	98	mm[Hg]	8478-0	LN	-	South Dakota Health Link Training

Records per page: 10 1-10 of 176

PoC 2.0 –Results

Search

ALL | Source Data | CCD Data | EXPORT

Observation Date/Time	Test Type	Description	Code	Coding System	Alerts	Priority	Ordering Provider	Facility	Status
09-16-2026 09:22 AM	LABORATORY	Urinalysis With Reflex To Microscopy And Culture	10041	L	Abnormal	Routine	DR Grey, Meredith	South Dakota Health Link Training	Final
09-16-2026 09:22 AM	LABORATORY	Immunoglobulin, Light Chain	10055	L	-	Routine	DR Grey, Meredith	South Dakota Health Link Training	Final
09-16-2026 09:22 AM	LABORATORY	Urine Protein Electrophoresis	10034	L	-	Routine	DR Grey, Meredith	South Dakota Health Link Training	Final
09-16-2026 09:22 AM	LABORATORY	Protein And Creatinine Panel	10053	L	-	Routine	DR Grey, Meredith	South Dakota Health Link Training	Final
09-16-2026 09:22 AM	LABORATORY	Arterial Blood Gases Panel	10028	L	Normal	Routine	DR Grey, Meredith	South Dakota Health Link Training	Final
09-16-2026 09:22 AM	LABORATORY	Magnesium - phosphate - lactate panel	10056	L	Abnormal	Routine	DR Grey, Meredith	South Dakota Health Link Training	Final
09-16-2026 09:22 AM	LABORATORY	Urine Microalbumin/Creatinine Ratio	10049	L	-	Routine	DR Grey, Meredith	South Dakota Health Link Training	Final
09-16-2026 09:22 AM	MICROBIOLOGY	Bacterial Urine Culture	10051	L	-	Routine	DR Grey, Meredith	South Dakota Health Link Training	Final
09-16-2026 09:22 AM	LABORATORY	Iron Binding Capacity Panel	10038	L	Normal	Routine	DR Grey, Meredith	South Dakota Health Link Training	Final
09-16-2026 09:22 AM	LABORATORY	Magnesium measurement	10058	L	Normal	Routine	DR Grey, Meredith	South Dakota Health Link Training	Final

Records per page: 10 1-10 of 104

PoC 2.0 –Results

Stadler, James zzTest - Male, 15 (DOB : 12-31-2010)

Urinalysis With Reflex To Microscopy And Culture

Order Identifier:	202609.317.1402-10041	**Ordered Date/Time:**	09/16/2026 09:22 AM
Ordering Provider:	DR Grey, Meredith	**Status:**	Final
Facility:	South Dakota Health Link Training	**Specimen Collected Date/Time:**	09/16/2026 09:22 AM
Performing Lab:	-	**Specimen Received Date/Time:**	-
Performing Lab Address:	-	**Specimen Source:**	-
Order Comments:	Great River Medical Hospital L	**Body Site:**	-
Performed By:	Great River Medical Hospital L	**Priority:**	Routine
Result Rpt/Status Change Date/Time:	09/16/2026 09:22 AM	**Code:**	10041
Coding System:	L		

Panel Result Date	Test Name	Test Value	Value Unit	Interpretation	Reference Range	Status	Test Code	Coding System
09-16-2026	Urinalysis specimen collection method	Clean Catch	-	-	-	Final	19159-3	LN
09-16-2026	Color of Urine	Yellow	-	-	-	Final	5778-6	LN
09-16-2026	Clarity of Urine	Clear	-	-	-	Final	32167-9	LN
09-16-2026	Leukocyte esterase [Presence]	1+ (Small)	-	Abnormal	Negative	Final	5799-2	LN
09-16-2026	Nitrite [Presence]	Negative	-	-	Negative	Final	5802-4	LN
09-16-2026	Urobilinogen [Mass/volume]	0.5	EU/dL	Normal	<=1.0	Final	20405-7	LN
09-16-2026	Protein [Presence]	1+ (30 mg/dL)	-	Abnormal	Negative	Final	20454-5	LN
09-16-2026	pH of Urine by Test strip	6.2	-	Normal	4.6-8.0	Final	5803-2	LN
09-16-2026	Blood, Urine	Trace-lysed	-	Abnormal	Negative	Final	105906-2	LN

PoC 2.0 –Documents

VISIT HISTORY | ALLERGIES | MEDICATIONS | DIAGNOSES | PROCEDURES | VITALS | RESULTS | DOCUMENTS | CCDs | EXTERNAL DOCUMENTS | DEMOGRAPHICS

Search

*All years of document records are shown.

ALL | Source Data | CCD Data

EXPORT

Document Date/Time	Document Title	Status	Document Type	Author	Facility
08-23-2026 03:50 PM	History And Physical Report	-	Transcription	Grey, Meredith	South Dakota Health Link Training
08-23-2026 03:50 PM	Annual Wellness Visit	-	Transcription	Grey, Meredith	South Dakota Health Link Training
08-23-2026 03:50 PM	Discharge Summary	-	Transcription	Grey, Meredith	South Dakota Health Link Training
08-23-2026 03:50 PM	Physical Therapy Consult Note	-	Transcription	Grey, Meredith	South Dakota Health Link Training
08-23-2026 03:50 PM	ENMT (Ear, Nose, Mouth, Throat) Report	-	Transcription	Grey, Meredith	South Dakota Health Link Training
08-23-2026 03:50 PM	Surgery Postoperative Report	-	Transcription	Grey, Meredith	South Dakota Health Link Training
08-23-2026 03:50 PM	Progress Report	-	Transcription	Grey, Meredith	South Dakota Health Link Training
08-03-2026 02:30 PM	Biliary Drainage	-	Transcription	Grey, Meredith	South Dakota Health Link Training
01-23-2025 03:50 PM	Emergency Department Report	-	Transcription	Grey, Meredith	South Dakota Health Link Training
01-23-2025 03:50 PM	Clinical Report	-	Transcription	Grey, Meredith	South Dakota Health Link Training

Records per page: 10 1-10 of 19

PoC 2.0 –Documents

Stadler, James zzTest - Male, 15 (DOB: 12-31-2010)

History And Physical Report

Report Number:	16021808SDGRMH	**Placer Order Number:**	16021808SDGRMH
Filler Order Number:	16021808SDGRMH	**Facility:**	South Dakota Health Link Training
Provider :	Grey, Meredith (SDHL.MG)	**Originator ID:**	SDHL.MG
Authenticator ID:	SDHL.MG	**Authentication ID Number:**	SDHL.MG
Authentication Timestamp:	-	**Activity Date/Time:**	08/23/2026 03:50 PM
Origination Date/Time:	08/23/2026 03:50 PM	**Edit Date/Time:**	08/23/2026 03:50 PM
Status:	-	**Availability Status :**	Not Verified
Confidentiality Status:	-	**Distributed ID Number:**	-

VIEWING DISCLAIMER – Tables generated from host system lose formatting upon transmission to destination. Please consult the Document and Results tab for additional information.
Patient: Stadler, James zzTest
DOB: 12/31/2010 Sex: M
Status: Discharged
Loc: Great River Medical Hospital - Hospital - H103-1

Attending: Grey, Meredith MD Acct: XX69874428XX
Adm Date: 20260803 Dsch Date: 20260807 MR: SDHLT0461422747

History And Physical Report

Date of Service:
20260807 1650

I saw the patient on rounds today and performed pertinent parts of the history and physical exam myself. All of the patient's and the parents concerns were addressed. I agree with the above physical exam and I formulated the plan with the whole team during rounds. I agree with the above assessment and plan and modified it as necessary.

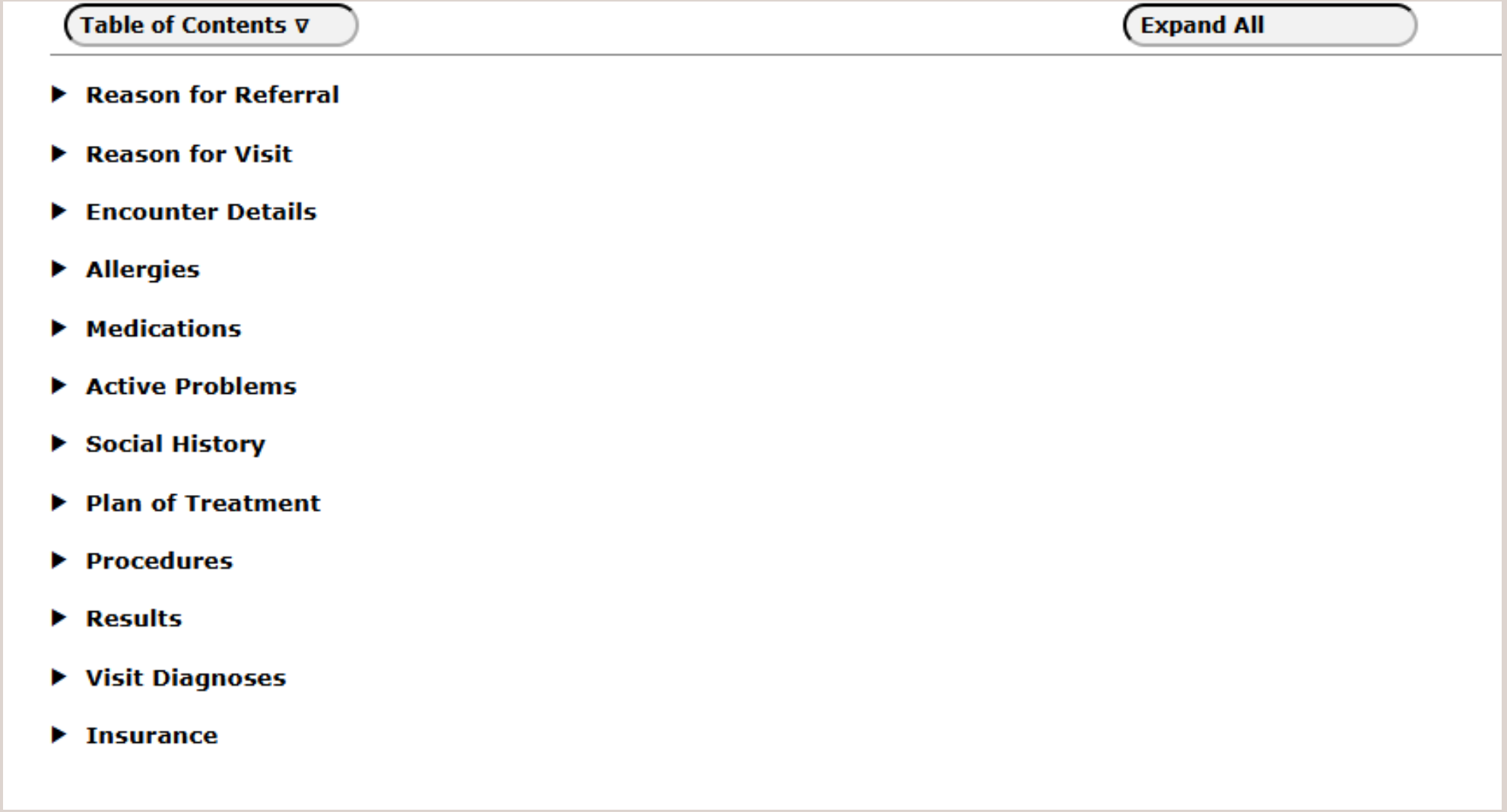
Assessment Plan:
Assessment/Plan
(1) URI (upper respiratory infection):
(2) Croup:
(3) Stridor:

Plan
Previously healthy 18mo old male admitted for observation following multiple doses of racemic epinephrine for croup with stridor. Patient was initially seen in the pediatric clinic and

PoC 2.0 –CCDs

Document Date/Time ↓	Document Title	Document Type
06-07-2025 12:24 PM	Continuity of Care Document	CCD
03-30-2025 06:36 AM	Continuity of Care Document	CCD
03-30-2025 06:31 AM	Continuity of Care Document	CCD
03-30-2025 06:27 AM	Continuity of Care Document	CCD
03-30-2025 05:30 AM	Continuity of Care Document	CCD

PoC 2.0 –CCDs


Table of Contents ▽
Expand All
Reason for Referral
Reason for Visit
Encounter Details
Allergies
Medications
Active Problems
Social History
Plan of Treatment
Procedures
Results
Visit Diagnoses
Insurance

PoC 2.0 –CCDs

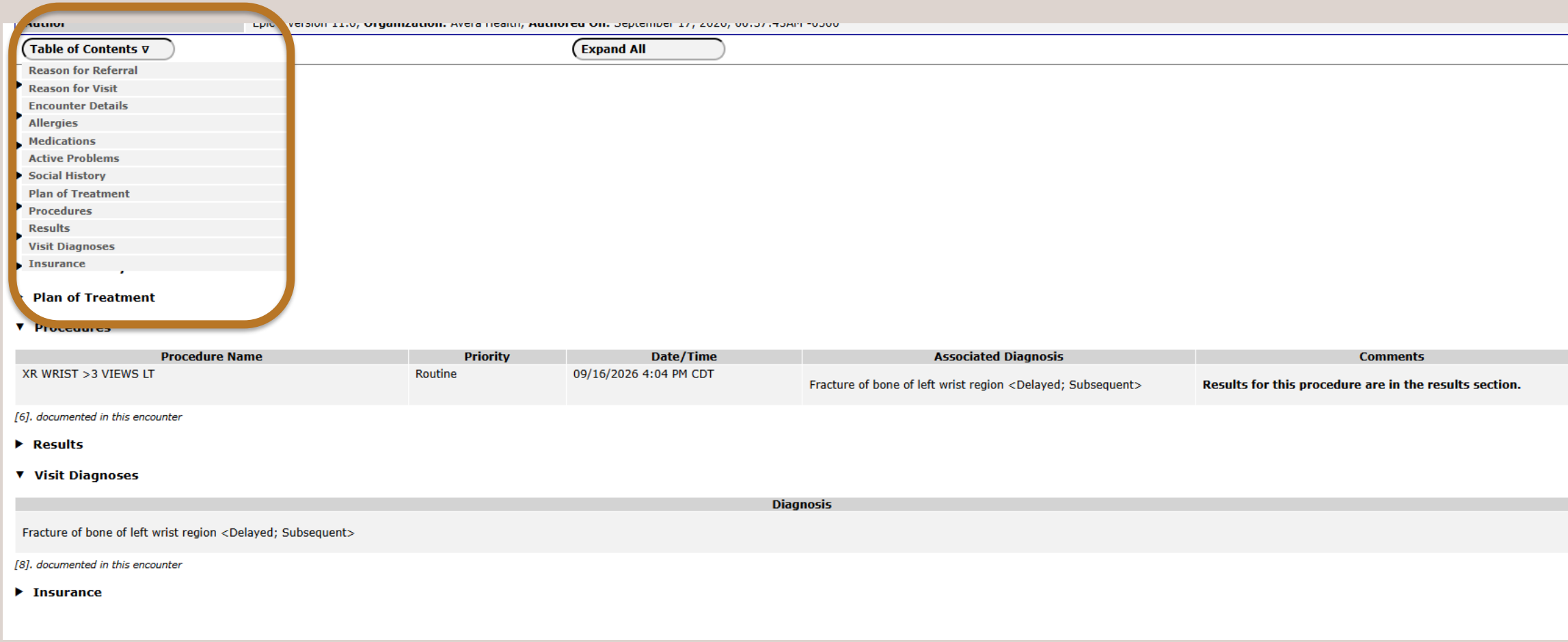


Table of Contents ▿

Expand All

- Reason for Referral
- Reason for Visit
- Encounter Details
- Allergies
- Medications
- Active Problems
- Social History
- Plan of Treatment
- Procedures
- Results
- Visit Diagnoses
- Insurance

Plan of Treatment

▼ **Procedures**

Procedure Name	Priority	Date/Time	Associated Diagnosis	Comments
XR WRIST >3 VIEWS LT	Routine	09/16/2026 4:04 PM CDT	Fracture of bone of left wrist region <Delayed; Subsequent>	**Results for this procedure are in the results section.**

[6]. documented in this encounter

▶ **Results**

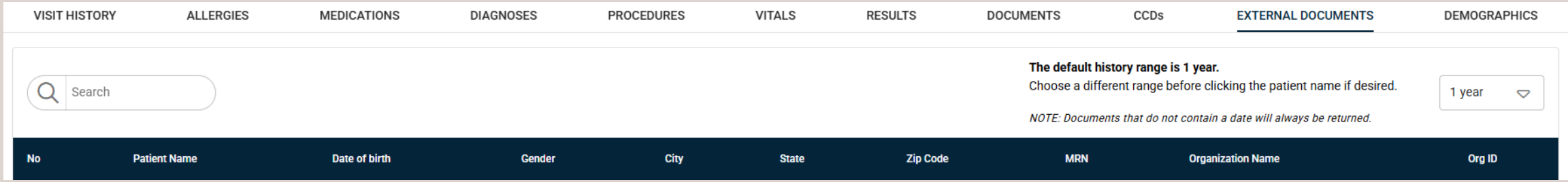
▼ **Visit Diagnoses**

Diagnosis
Fracture of bone of left wrist region <Delayed; Subsequent>

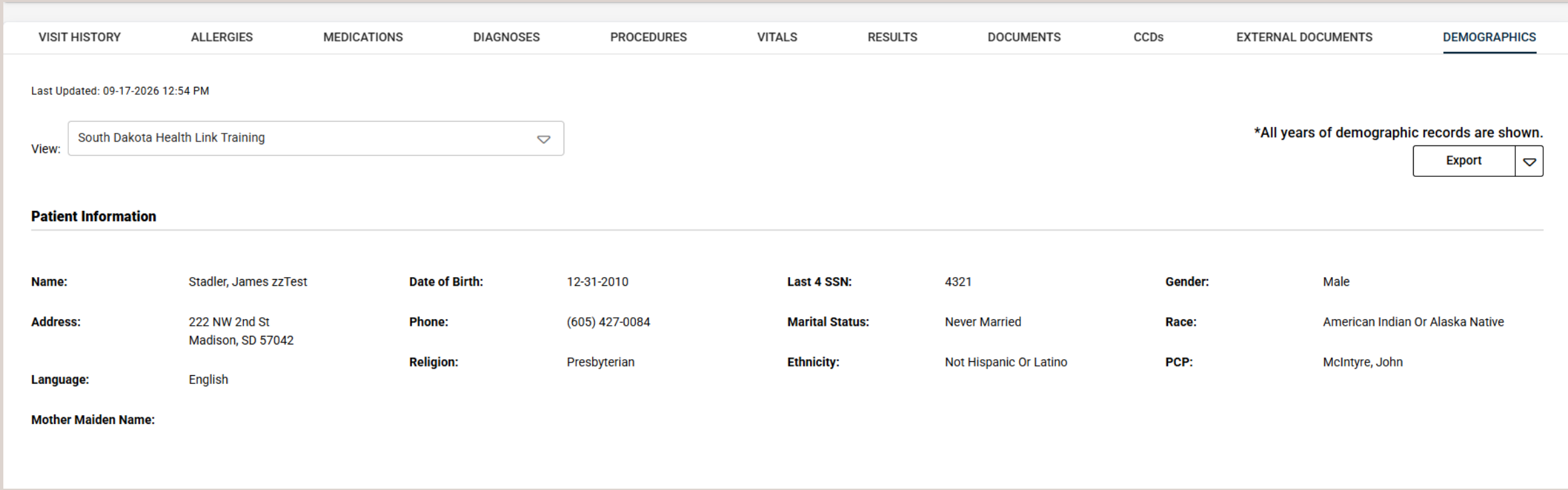
[8]. documented in this encounter

▶ **Insurance**

PoC 2.0 –External Documents



PoC 2.0 –Demographics





Point of Care: See the Bigger Picture

- The patient only sees one healthcare journey.
- The healthcare system may see individual encounters.
- Point of Care Exchange can help connect the dots.

Where Have You Been?



Did They Follow Up?



The Hospital Discharge



The 20 Minute Mystery

- Your patient says: “I was in the hospital last week, but I can’t remember exactly what they told me. I think they changed one of my medications, and I have an appointment coming up, but I don’t know when.

- What do you do?: At your table as a group, make a list of all the places you would have to go get answers from.





Notify

Point of Care Exchange = LOOK

Notify = KNOW

What is Notify?

Event Types

- Inpatient Admissions
- Inpatient Discharges
- Inpatient Transfers
- Emergency Room Admissions
- Emergency Room Discharges
- Death Notifications
- Patient Encounter Updates
- Ambulatory Encounters

Where & How?

- Delivery Channel
  - Notify Worklist
  - Text Message
  - Email
  - Direct Secure Email
- Frequency
  - Immediate Notifications
  - Batch File

Patient Registry/List

- Patient Registries/Lists
  - End User Managed
  - Multiple Subscriptions
- SFTP Download & Upload

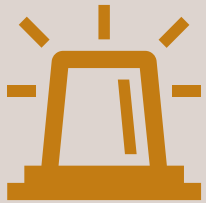
An Emergency Room Visit



A Hospital Discharge








What Happens Between Visits?



When Geography is Part of the Care Plan



The Alert Just Came In…What Would You Do?





Technology Isn’t the Whole Picture

Point of Care and Notify can help:

- Reduce information gaps
- Provide additional clinical context
- Identify transitions of care
- Prompt timely outreach
- Support coordination
- Give CHWs another tool to connect healthcare with community needs

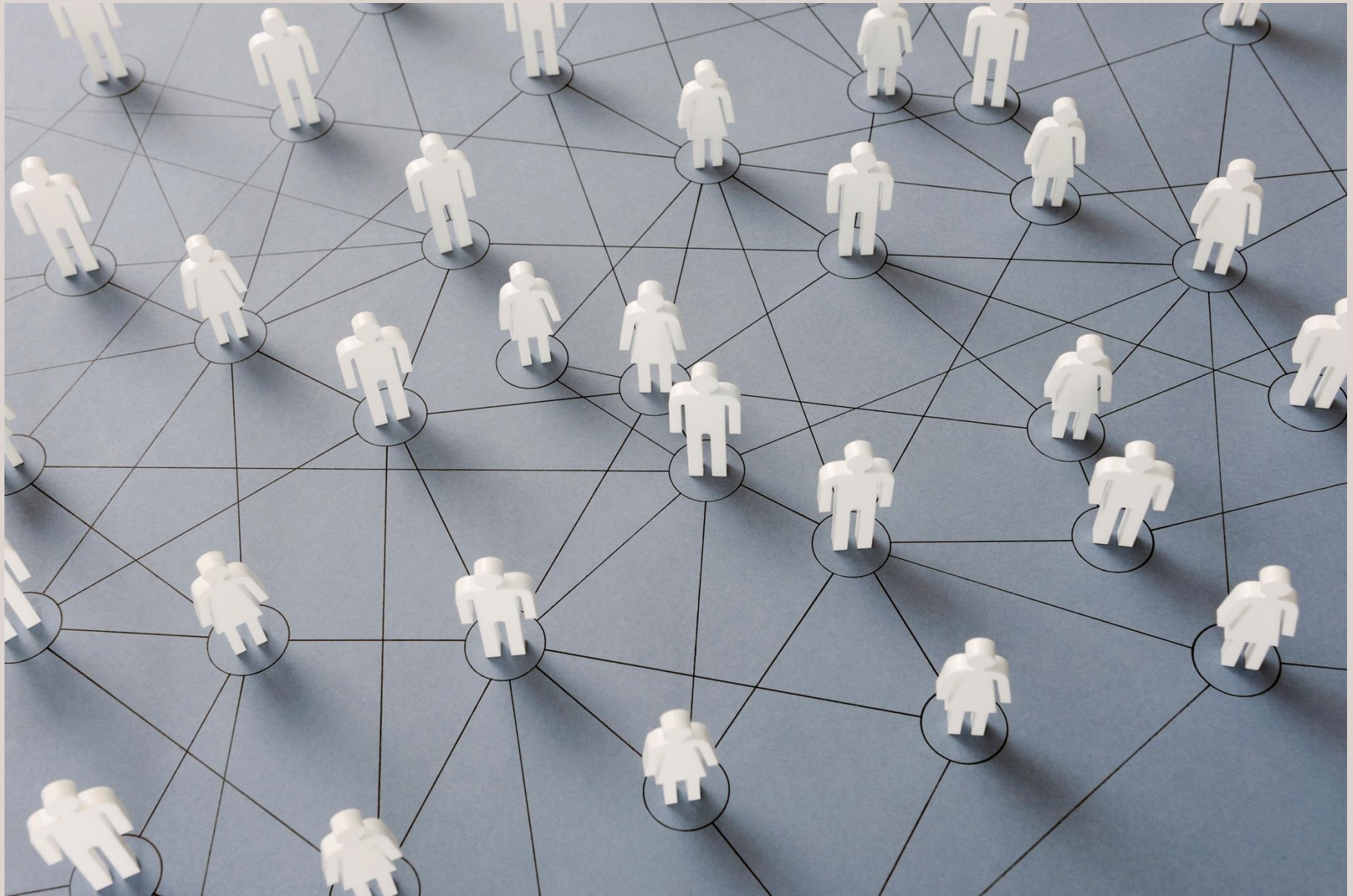


Technology Isn’t the Whole Picture

What CHWs bring that technology can’t:

- Trust
- Listening
- Community knowledge
- Relationships
- Resource navigation
- Patient advocacy
- Understanding the person’s environment

Information → Conversation → Action



SDHL Benefit for Medicaid Reimbursement

- Client at a Community-based Organization (CBO) begins working with a CHW
- CHW confirms the client is a Medicaid recipient
- Patient says that they have seen a provider recently and gives the provider's name.

- **Without using SDHL**
  - The CHW reaches out to the provider's team to obtain a referral and service plan
  - After a few phone calls, the CHW finds out that the client saw the provider 98 days ago
  - The CHW has to then reconnect with the client to schedule an appointment to be seen and attends the appointment with the client to obtain a referral and service plan
  - There is a longer delay from the initial meeting with the client and securing a referral and service plan

- **Using SDHL**
  - The CHW reviews information in SDHL and notices that the client saw their provider 98 days ago
  - The CHW works with the client to schedule an appointment to be seen and attends the appointment with the client to obtain a referral and service plan
  - Billable CHW services begin sooner, allowing the CBO to more quickly obtain Medicaid reimbursement for services

SDHL Benefit for Medicaid Reimbursement (2)

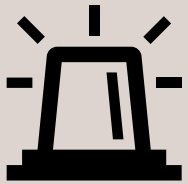
- Client at a Community-based Organization (CBO) begins working with a CHW
- CHW confirms the client is a Medicaid recipient
- Patient says that they haven't seen a provider in the past 90 days.

- **Without using SDHL**
  - The CHW works to help the client schedule an appointment to be seen and attends the appointment with the client to obtain a referral and service plan
  - There is a longer delay from the initial meeting with the client and securing a referral and service plan

- **Using SDHL**
  - The CHW reviews information in SDHL and notices that the client was seen in the local emergency room just three weeks ago
  - The CHW connects with the emergency room to obtain a referral and service plan from the emergency room provider
  - Once the CHW receives the referral and service plan, they can then start providing billable CHW services to the client

From One Patient to a Population







Are We Seeing More of This?



Where Should We Focus Our CHW Resources?

Where might our CHW efforts have the greatest impact?

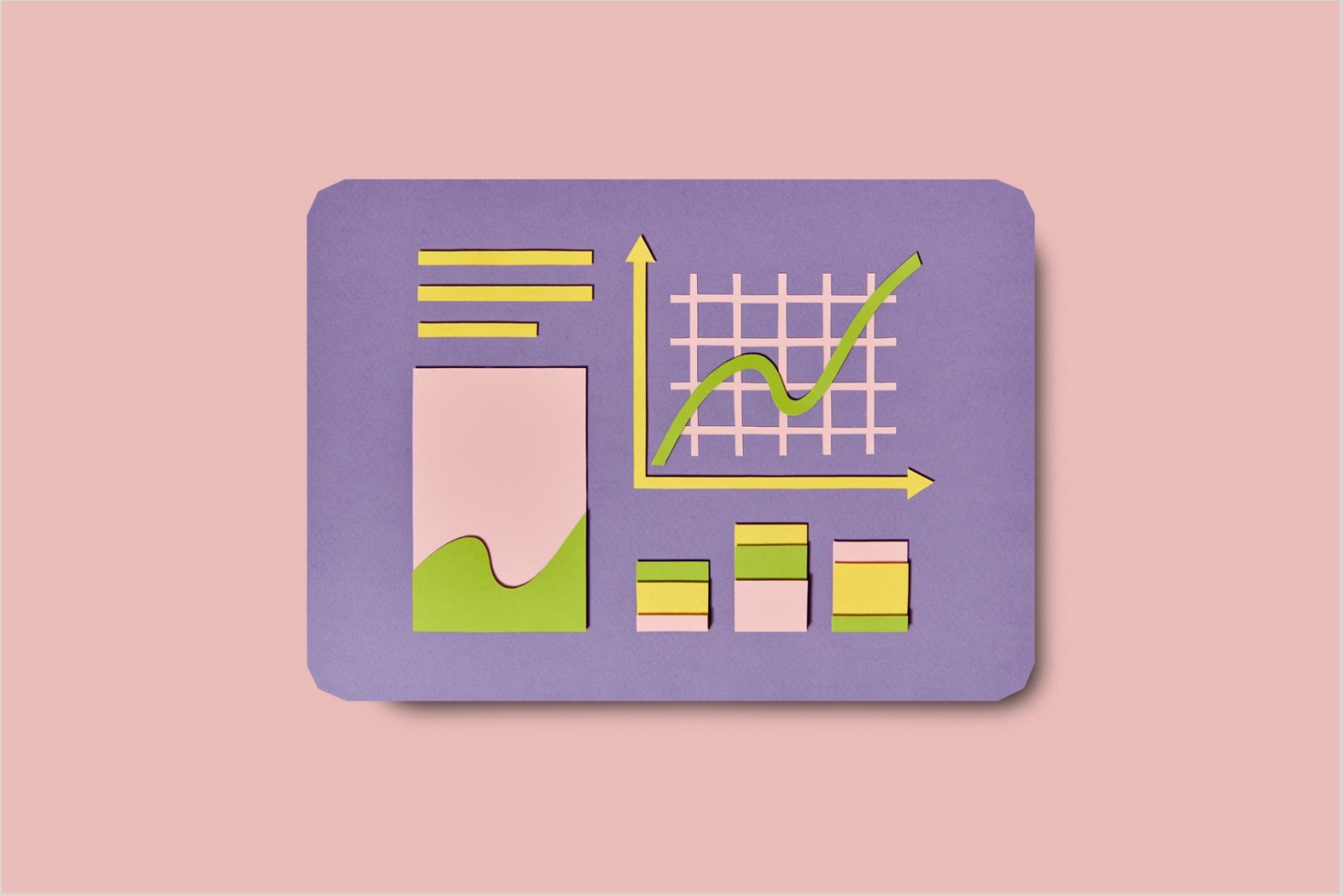


Program Planning

Suppose an organization is considering starting a new program around:

- Diabetes
- Maternal Health
- Behavioral Health
- Substance Use
- Hypertension
- Preventative Care
- Medication Adherence

Did Our Program Make a Difference?





This is all great, Lisa! But how do we get our organization to sign up?



Take This to Your Leadership

What if we could…

- Know sooner
- Search smarter
- Coordinate better
- Spend less time chasing information



Be Specific

Making the Case for CHWs

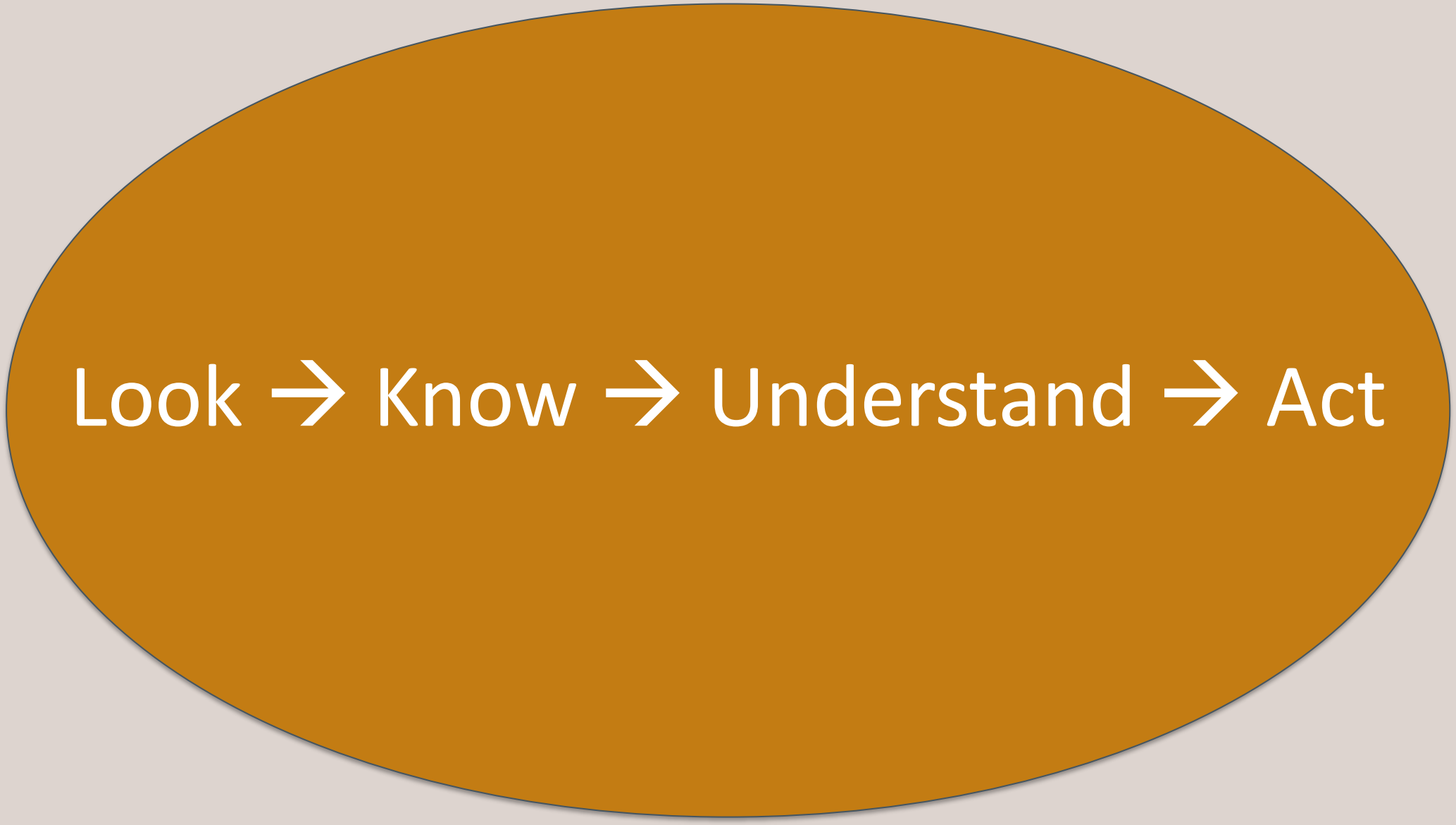




What Would You Want to Know About Your Community?



- What health trends would be useful to your organization?
- What population would you like to understand better?
- What questions could data help you answer?
- What would you do differently if you knew the answer?


Look → Know → Understand → Act

What would you do with an extra hour a week?





QUESTIONS