innovaccer

An EMR-Agnostic Referral Management Solution that Improves the Patient Experience and Drives Revenue

Practice seamless referral processes across multiple EMRs with Bi-directional integration

EMR's Are the First Step to Transformed Healthcare, But Disconnected EMRs Add to the Inefficiencies of Referral Workflows

Referral management can be a complex undertaking since patient information has to pass through multiple layers and stakeholders from care providers to specialists. The sequential process must follow a logical order, but it's also cyclic, which means that a referral loop must be closed. Unfortunately, health systems today don't have the right referral management solutions leading to:

20%
of revenue loss due to patient leakage

60%
of patients leaving without a referral appointment scheduled

35%
of patient referrals never reaching the clinic or hospital

One essential capability that referral management systems have been missing almost unanimously until now is the ability to connect outside the EMR and sharing information across PCPs, referral coordinators, specialists, and patients which are key to an efficient referral management process.

Contrarily, the limited flow of information across stakeholders, broken workflows, and dependency on channels such as fax give rise to:

87%
out-of-network referrals due to lack of specialist information

40%
patients failing to inform their PCP despite following through with their appointments
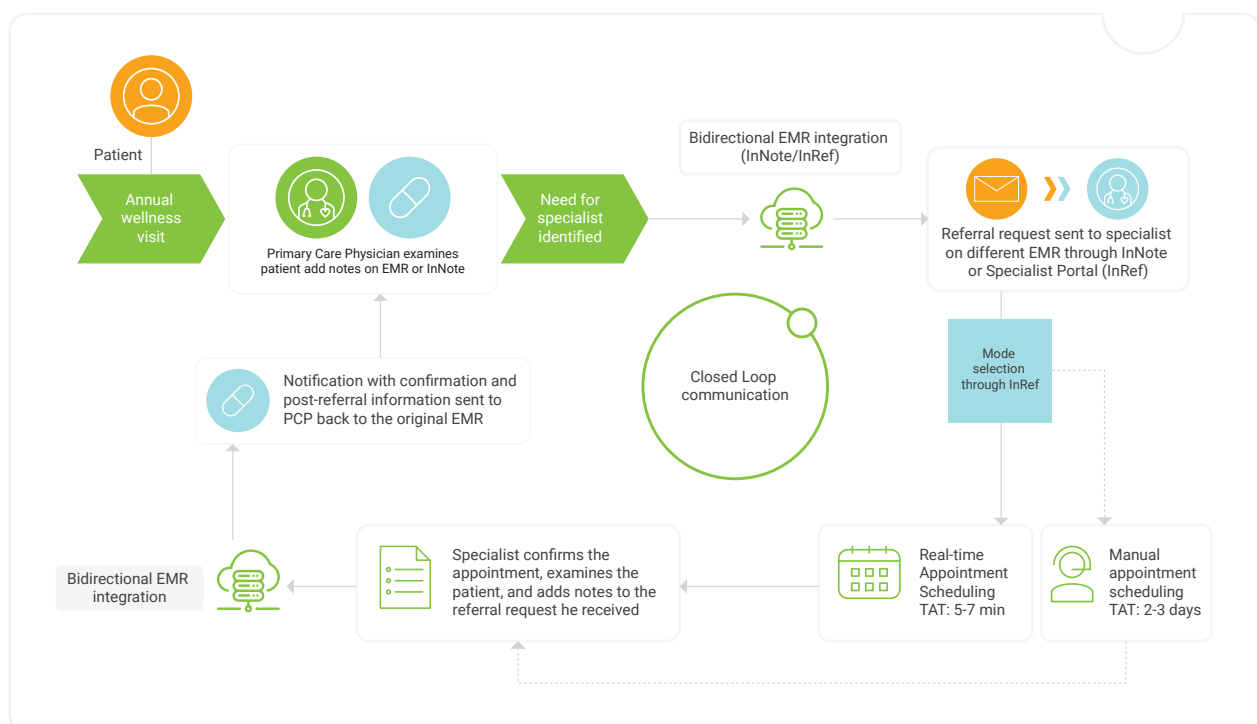
46%
faxed referrals never resulting in a scheduled appointment

Disconnected EMRs lack sharing and keeping the information updated about specialists, unable to centralize information for referrals that are underway and integrate information from offline channels. All of these limitations point to only one solution - efficient referral management systems need to seamlessly integrate with multiple EMRs.

Build Advanced Referral Workflows with Innovaccer's Seamless Bi-directional EMR Integration

Innovaccer's Bi-directional EMR Integrations accelerator seamlessly connects multiple EMRs and establishes interoperability leading to streamlined operational efficiency, improved workflows, enhanced patient experience, and reduced patient leakage.

Patient

Annual wellness visit

Primary Care Physician examines patient add notes on EMR or InNote

Need for specialist identified

Bidirectional EMR integration (InNote/InRef)

Referral request sent to specialist on different EMR through InNote or Specialist Portal (InRef)

Closed Loop communication

Mode selection through InRef

Notification with confirmation and post-referral information sent to PCP back to the original EMR

Bidirectional EMR integration

Specialist confirms the appointment, examines the patient, and adds notes to the referral request he received

Real-time Appointment Scheduling TAT: 5-7 min

Manual appointment scheduling TAT: 2-3 days

EMR-Agnostic Referral Creation

- Create a referral request at the point of care even if the PCP and specialist are using different EMRs. The accelerator is compatible with all healthcare data sources, including EMR vendors like Epic, Athena, Cerner, et al.

- Optimize referrals and create preferred specialist lists based on a few core metrics for best-fit providers.

- Make data-driven decisions with access to real-time insights at the point of care including specialists' cost and quality and the distance the patient has to travel to the nearest providers.

Specialist Referral Receipt

- Create a referral request in 5-7 minutes. Push and pull referrals from separate EMRs along with patient information, referral status, referral summary, post-visit summary, referral notes, and more.

- Share patient health information with specialists in real-time, without needing to spend time on creating double documentation irrespective of separate EMR systems.

- Easily document referral notes without switching screens, and auto-populate the referral form with the patient and provider information via Innovaccer's Data Activation Platform.

Appointment Scheduling Across EMRs

- Referral coordinators can view specialists' schedules, book appointments, share referral information with specialists, and send email notifications while reducing the hassle of switching apps.

- Enable the generation and recording of prior authorization numbers, visits approved, and validity within the system.

- Improve patient engagement by offering real-time booking and appointment confirmation email notifications sent through the application to the patient, PCP, and specialist. This helps increase appointment adherence and reduce no-shows.

Close Loops with PCPs

- Specialists can view complete patient information and notes from PCPs when they receive the email notification with the referral request.

- PCPs receive a notification when an appointment is accepted and another when it's completed. They can view the post-visit summary/referral notes on the EMR, closing the loop with PCPs.

- Referral coordinators get high-level visibility into at-risk patients of missing appointments.

Bi-directional integrations with EMR is a pre-built feature in our comprehensive Referral Management Solution - InRef. It is integrated right into the point-of-care workflows of every stakeholder involved in care delivery such as PCPs, specialists, medical assistants, referral managers, and central referral coordinators. The capability aims to minimize our two major concerns for revenue losses due to network leakage, namely, out-of-network referrals and inefficient networking. To see our solution in action, you can book a demo with our experts.

About Innovaccer

Innovaccer Inc. is the #1 data platform for value-based care. The Innovaccer platform unifies patient data across systems and care settings, and empowers healthcare organizations with scalable, modern applications that improve clinical, financial, operational, and experiential outcomes. Innovaccer's EHR-agnostic solutions have been deployed across more than 1,600 hospitals and clinics in the US, enabling care delivery transformation for more than 96,000 clinicians, and helping providers work collaboratively with payers and life sciences companies. Innovaccer has helped its customers unify health records for more than 54 million people and generate over $1 billion in cumulative cost savings. The Innovaccer platform is the #1 rated Best-in-KLAS data and analytics platform by KLAS, and the #1 rated population health technology platform by Black Book.

For more information, please visit innovaccer.com.

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