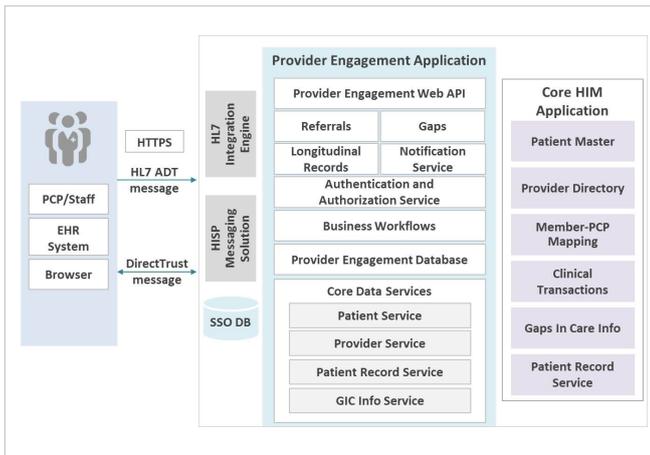


# Case Study: Direct Integration of HIM Application with EHR

## Client Requirements

Client is a leading provider of web-based clinical integration and health information management (HIM) solutions. Client's HIM application required support to enable exchange of direct messages with EHRs, for providing alerts to physicians.

CitiusTech was selected by the client to build a provider engagement portal that integrates with the HIM application and enables secure exchange of direct messages with EHR.



## CitiusTech Solution

### Requirement Analysis

CitiusTech put together a team of interoperability experts and conducted a detailed assessment of its requirements. The EHR user needed to be redirected to client's HIM application page corresponding to modules such as longitudinal medical record, gaps-in-care, care plan and referrals upon click of client-specific link through SSO. Client needed its engagement portal to acquire the

ability to send direct message to EHRs and upload patient synopsis report, care plan, referrals' notification to EHRs. Other requirements included:

- Manual patient matching to reconcile more than one similar record existing in client system
- Development of EHR API to fetch patient and provider information
- EHR user interface integration
- Auditing and logging

### Solution Design

CitiusTech established a team of professionals with expertise in portal design and interface development. CitiusTech services included:

- Design, development and integration of provider portal with HIM application
- Uploading of longitudinal record, gaps-in-care, care plan documents to EHR
- Direct secure messaging service for sharing medical records with providers
- Development of workflows for inbound/ outbound messaging and routing of patient data, including alerts and notifications to external systems

### Value Delivered

By partnering with CitiusTech, the client was able to:

- Access patient's longitudinal medical record, gaps-in-care, care plan and referrals using HIM application and provide information unavailable in the EHRs, thereby enabling them to arrive at better diagnosis and provide value-based care
- Leverage CitiusTech expertise in direct messaging to provide secure bi-directional message exchange between HIM application and EHR
- Provide referral notification in HIM application for referrals' completed in EHR and vice versa in a timely manner

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## About CitiusTech

CitiusTech is a specialist provider of healthcare technology services and solutions to medical technology companies, providers, payers and life sciences organizations, with over 2,700 professionals worldwide. CitiusTech's services and solutions include healthcare software development, healthcare interoperability, regulatory compliance, BI/analytics, consumer engagement, care coordination and population health management. CitiusTech helps customers accelerate innovation in healthcare through a number of solutions and accelerators for clinical quality reporting, healthcare big data, cloud computing, mobile health and predictive analytics. With cutting-edge technology expertise, world-class service quality and a global resource base, CitiusTech consistently delivers best-in-class solutions and an unmatched cost advantage to healthcare clients worldwide.

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