

Integrating Healthcare Systems

CONFLUENCE HEALTH ANTICOAGULATION SERVICE, WASHINGTON, USA

“The interfaces we have been able to use between DAWN AC and our EMR have improved patient safety and were easily incorporated into our workflow”

Electronic Medical Record (EMR) Interface

“Documentation and communication of anticoagulation management is key to patient safety. With patients spread over a rural area, it was a priority for Confluence Health to develop a pathway between DAWN AC and their EMR system to communicate to any and all healthcare providers about patients they might be seeing”

This interface enabled all providers, both those in the local hospitals and those from rural clinics further afield, to access their anticoagulation patient information.

All providers are able to see the most recent INR, anticoagulant dose, progress note and expected return appointment for anticoagulation visits.

Confluence Health were able to maintain patient management and documentation in DAWN AC and make this information available to multiple care providers.

An admissions/discharge and demographic interface allowed the organisation to maintain current demographic and contact information in DAWN AC without having to update two systems.

In addition, appointments made in the EMR are sent to DAWN AC and the 4S DAWN team have set up the program to maintain the integrity of the follow-up process so Confluence Health can maintain safe follow-up intervals.

Laboratory Interface

The laboratory interface from 4S DAWN enables the laboratory system used by Confluence Health to automatically send INR results to DAWN AC allowing immediate access to INRs.

This increased patient safety by eliminating the potential for error in manual entry. It also alerts the organisation when INRs are performed by other providers so that the patient can be followed-up as needed.

All interface messages are sent via an integration engine utilised by Confluence Health.

Requirements

Confluence Health Anticoagulation Service is one of the largest, most comprehensive medical centers in the Pacific North-western United States.

“The 4S DAWN team has done a remarkable job of listening to our needs and working towards solutions”

The organisation consists of 7 anticoagulation clinic locations with 8 full time and 4 part time advanced practice providers, caring for 2100 anticoagulation patients that are split into three groups; home visits; self-testing and APS.

Prior to Confluence Health purchasing DAWN AC, they had accumulated a 'want list' for an anticoagulation document and management system.

The search for an anticoagulation system was driven by the need to comply with the patient privacy requirements of HIPPA. This also coincided with the Confluence Health goal to establish a specialist anticoagulation EMR which put the requirement to integrate with existing practice management systems as an imperative for the new anticoagulation management system.

Other desired features included:

- A paperless medical record
- No direct access by non-ACC users
- No additional login
- Reliable data backup
- Stable, reliable and time efficient system
- Good technical support
- Remote access for ACC staff
- Room for additional growth

DAWN AC provided a solution that met each of the requirements on Confluence Health's 'want list'.

This case study has been produced in conjunction with Lisa Vaughn, Confluence Health Anticoagulation Service (formerly Wenatchee Valley Medical Center), Washington, USA

For further information contact the 4S DAWN team on [015395 63091](tel:01539563091), or email sales@4s-dawn.com

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