

# Better Interoperability for Better Care

## How eEHX Boosted Pediatric Practices

### The Challenge

Two busy pediatrics practices in the Washington, D.C. area used to struggle with lagging or hard-to-find reports from hospitals and specialists. They needed better ways to exchange data to enhance clinical effectiveness.

### The Solution

Through the eClinicalWorks Electronic Health eXchange (eEHX), Town Pediatrics and Children First Pediatrics now enjoy enhanced access to patients' visit summaries, labs, and medication histories.

### The Results

Through interoperability solutions from eClinicalWorks, these practices have enhanced the quality of care. Parents no longer need to bring their children's records or worry about recalling details from ER and specialty visits.

### Focus on Interoperability: Pediatrics in the D.C. Suburbs

When it comes to ensuring the wellbeing of children, parents and pediatricians have the same goals — convenient service, fast and accurate diagnoses, and the right medications.

Those goals are hard to achieve in light of the hectic lives most families lead — rushing among home, school, and work while trying to squeeze in shopping and medical appointments.

Ensuring each child's medical record is complete, up-to-date, and available whenever needed can be a real challenge.

With interoperability solutions through eClinicalWorks, two busy pediatrics practices in the suburbs of Washington, D.C. have found ways to reduce stress for parents and providers. The result? Everyone can focus their attention on the wellbeing of children.

### The Wait for Interoperability Is Over

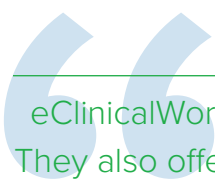
Interoperability has been a goal at Town Pediatrics in Leesburg, Virginia, ever since the practice began looking at an Electronic



Patricia F. Rappaport, MD

Health Record. Before they had an interoperability platform, said Dr. Patricia F. Rappaport, patients might have a visit and be released before all their records arrived from hospitals and specialists.

“Now, we're able to look at the chart just before they come in and prepare for the visit, have the right questions to ask, and be ready to go,” Dr. Rappaport said.



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— Patricia F. Rappaport, MD

Dr. Paul Porras, at Children First Pediatrics, with offices in Silver Spring and Rockville, Maryland, said providers used to struggle with faxes, piles of paper, hard-to-read handwriting, and missing or delayed records.

Now, the eClinicalWorks Electronic Health eXchange (eEHX) delivers complete records and labs with a few clicks of a computer keyboard.



Paul Porras, MD

“We have two offices, and it’s very helpful being able to see what happened in an encounter where the patient was seen in a different office by a different provider,” Dr. Porras said, adding that interoperability

helps avoid duplicate tests, and improves follow-up and after-hours care.

### Complex Technology Made Simple

The power of interoperability is matched by its ease of use. Dr. Rappaport works closely with a children’s hospital in Loudoun County, Virginia, and didn’t have to do anything to set up data exchange with them.

When a patient arrives, she can access complete records with a couple of keystrokes. That leaves her and her staff with more time to answer parents’ questions and focus on quality care — both critical factors for building long-term relationships with families.

“It helps facilitate communication between specialists and the primary care providers,”

Dr. Porras added. “That helps the coordination and continuity of care, and provides the highest quality care in a cost-effective manner.”

### Peace of Mind for Parents

Interoperability solutions are also helping both practices take a burden off parents.

Dr. Rappaport noted that, before effective data exchange, doctors sometimes relied on parents to relay details of ER or hospital visits. But a stressful hospital setting is hardly a place to expect parents to remember clinical details, including what tests were done and their results.

“All they care about when they’re in the emergency room is how their child is doing and what they need to do when they go home,” Dr. Rappaport said.

### Toward a More Unified Future

Dr. Porras agreed. Chasing medical records by phone and fax and asking parents to share what they know was not the most cost-effective way to provide care. Interoperability means moving from a fragmented system to a unified one — a trend he expects will continue to grow.

“We do appreciate the help that eClinicalWorks has provided us in regards to enhancing the communication between different clinical settings,” Dr. Porras said.

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