

Carolina Heart and Leg Center

Filling in the Pieces With PRISMA

The Challenge

As patients receive care from a multitude of different care facilities, coordinating medical documentation between facilities can often become problematic.

The Solution

PRISMA, the health information search engine, lets staff quickly and easily retrieve patient data to better coordinate care. At Carolina Heart and Leg Center, part of the Carolina Cape Fear Medical Group, P.A., staff used PRISMA to help with chart prep, prevent duplicate labs, and easily find patient information from referring physicians.

The Results

Multiple patients have come into the office without any recorded documentation, and with PRISMA, providers were able to find records from other providers, including many from out of state. Staff have also been able to focus more on the patient rather than on paperwork.

How Interoperability Through PRISMA Helps Patients

Recently, a patient walked into Carolina Heart and Leg Center with an urgent problem. This was a newer patient with ulcers who needed to undergo a procedure. But upon reviewing the patient's chart, staff realized that the patient had no medical records in the system.

Just prior to this patient coming in, Trish Haynes, the practice's manager, had called a meeting to train her staff on the use of PRISMA, the eClinicalWorks® health information search engine. By using this solution, staff were able to almost instantaneously retrieve the patient's medical information, saving the patient from additional studies and imaging. With the information now available, the patient was granted authorization from his insurance company to get the procedure done immediately.

"This was very critical," Haynes explained. "He could have lost a limb as a result of this."

The Road to PRISMA

Carolina Heart and Leg Center is an eight-provider practice located in Fayetteville, North Carolina that participates with several other area hospitals and medical groups throughout the area.

With care coming in from so many different places, medical documentation was sometimes missing when patients came in to be seen. PRISMA offered staff a way to fill in some of those missing pieces.

"This is readily accessible information. We're talking a click; we're talking seconds! We don't have to dig. We don't have to wait. We're able to efficiently care for the patient and focus more on them and less on paperwork,"

Trish Haynes, Practice Manager

The screenshot displays the Healow PRISMA web application. At the top, there's a search bar with 'wbc' entered. Below it, navigation tabs include 'PRISMA', 'Overview', 'Records', and 'Healow Hub'. A list of facilities is shown, including Westborough Facility, Mayo Clinic, New Hanover Regional Medical Center, Riverside Health System, Westborough Medical Clinic, and Premier Orthopedic Surgery Center. The main content area shows a list of records, with the first record selected, displaying a 'Creation Date 10/20/2020: Discharge Summary'. To the right, a detailed view of this record is shown, including a table for 'Magnesium (10/18/2020 5:20 AM EDT)' and a table for 'CBC with Differential (10/18/2020 5:20 AM EDT)'. The bottom of the interface shows pagination controls: 'Results: 3', 'Prev', 'Page 1 of 1', and 'Next'.

PRISMA enables providers to send a request through nationwide interoperability networks and retrieve all relevant clinical information for a given patient, whether from hospitals, urgent care clinics, primary care doctors, specialists, or any other source participating in the networks.

Filling in the Gaps

With new patients constantly streaming into the practice, PRISMA helped the staff with the chart prep process.

“When new patients come in, we often have limited information,” explained Haynes. “PRISMA allows us to look for that information and try to pull in as much as we can prior to them getting here.”

PRISMA has also helped the practice prevent duplicate labs and lab orders – saving staff from unnecessary stress and patients from unnecessary testing.

The Power of PRISMA

Ultimately, PRISMA has been helping speed up the overall process and improve efficiency at the practice.

“This is readily accessible information. We’re talking a click; we’re talking seconds! We don’t have to dig. We don’t have to wait. We’re able to efficiently care for the patient and focus more on them and less on paperwork,” said Haynes.

In the past, the practice would retrieve medical information either through faxes, over the phone, or trying to navigate through complex

hospital systems. Often, it was impossible to obtain this information while a patient was in for an office visit. That meant that the patient would have to come in for another visit at a later time.

“This was an opportunity to help the patients while they’re in the office,” said Haynes. “It’s eliminated faxing, eliminated phone calls, and it’s made it much more smooth for the staff.”

A Day in the Life

Haynes decided to test how helpful PRISMA has been for physicians at the practice. On the day that she used for her study, a physician saw 12 new patients in the afternoon. Many of these patients came in with no medical records. Yet 100% of these patients had medical information that could be found in PRISMA, with some information coming as far away as the University of Miami Health.

Being able to fill in that missing information definitely plays a role in reducing provider burnout.

“The frustration of coming in and not being able to treat a patient accurately can add a level of stress,” said Haynes. “With PRISMA, we’ve been able to close that gap: they walk in, they have information.”