

A FOCUS ON HEALTH INFORMATION EXCHANGE

UNC Health Care, NC HealthConnex, the NC Telehealth Network (NCTN), and the Office of Rural Health are working together to establish HIE connectivity for physician practices in rural areas. NC HealthConnex enables providers to access, locate and share needed patient health information with other providers at the point of care.

What Is NC HealthConnex?



In today's health care landscape, it is becoming more difficult to provide high-quality, whole-person care while maintaining a successful business operation.

NC HealthConnex is the state-designated health information exchange, and is managed by the North Carolina Health Information Exchange Authority (NC HIEA). It compiles patients' health information from disparate sources to build a comprehensive view of the patient electronic health record and facilitates conversations between authorized health care providers by allowing them to share health-related information statewide.

NC HealthConnex allows you to: review labs, diagnostics, history, allergies, medications and more. This results in less duplicative testing; more efficient, accurate diagnoses, recommendations and treatment; and improved coordination across all levels of care.

Role of UNC Health Care



UNC Health Care (UNCH) is a full participant of NC HealthConnex, utilizing both HIE functionality and value-added services to improve the level of care provided to patients and the care coordination between internal and external providers. UNCH can assist prospective participants with understanding technical requirements, data integration concerns, and perceived barriers. Discussions with UNCH should be coordinated via the NC HIEA/NC HealthConnex team.

"UNC Health Care understands the challenges rural health care providers face in adopting health information exchange capabilities. We want all of North Carolina's providers to have the advantage of enhanced patient information sharing for improved coordination of patient care, and encourage the participation of all providers, rural and non-rural, to fully engage with NC HealthConnex."

Tracy Parham Vice President & CIO, UNC Health Care System

Can Your Infrastructure Support a Connection?



The **North Carolina Telehealth Network (NCTN)** offers high-speed, reliable, broadband service with large discounts such as permanent 65% discounts for eligible providers. As part of the federal HealthCare Connect program, NCTN is a statewide dedicated broadband network that serves eligible nonprofit health care providers including local health departments, FQHCs, behavioral health providers, and critical access hospitals, among others. Its purpose is to provide sound connectivity upon which to run a host of digital health care services. One of the most promising and important of these services is NC HealthConnex. Providers who would like more information regarding the broadband network may contact Dr. John Graham at jwgraham@email.unc.edu.

"As North Carolina's health information exchange, NC HealthConnex greatly facilitates the sharing of patient information promoting better, less expensive health care and more timely population health information for North Carolina's public health agencies. We believe North Carolinians are lucky to have this resource, and those of us at NCTN look forward to working with the NC HIEA to expand the presence and impact of our health information exchange across the state."

John Graham, PhD, Program Coordinator, NCTN

Support to Assist Connection Is There When You Need It



“The NC Office of Rural Health (ORH) is committed to assisting underserved communities by improving access, quality and cost-effectiveness of health care. The NC HIEA is a major part of improving the quality of patient care and reducing overall health care costs. Health care providers are able to securely log into the NC HealthConnex Clinical Portal to access a comprehensive patient record.”

Lakeisha Moore, MBA, Rural HIT Program Manager, ORH

If you are a rural health care provider and need assistance with getting connected to NC HealthConnex, please contact the NC ORH Health Information Technology (HIT) team at 919-527-6440 or Lakeisha.Moore@dhhs.nc.gov. The **NC ORH HIT** team can assist safety net and rural health care providers to:

- Assess EHR needs and recommend viable validated solutions,
- Provide technical assistance to get connected to NC HealthConnex, and
- Assist health care providers with Meaningful Use of their Health Information Technology.

Benefits to Physician Practices



- Efficient access to comprehensive patient records (CCD) at the point of care
- Savings through higher efficiency and elimination of duplicative tests
- Improved coordination across levels of care
- Improved diagnoses
- Access to public health registries
- Access to easily refer patients electronically
- Access to secure, encrypted email through Direct Secure Messaging, as well as a statewide directory of secure messaging/HISP addresses
- HIPAA-compliant sharing with other providers
- Ability to set up clinical notifications on patients to receive ED alerts, follow in-patient care, and set up follow-up care

Value-Added Services

Interested providers are invited to join a monthly “[How to Connect Call](#)” to learn more about NC HealthConnex, how to get involved, state mandates, and steps to connect.



Direct Secure Messaging

NC HealthConnex offers providers a web-based HISP solution that is certified by DirectTrust and allows participants to send secure, encrypted messages between health care providers.



Provider Directory

NC HealthConnex has created a directory of the secure email addresses of NC HealthConnex participants and North Carolina providers participating in DirectTrust. The current number of addresses is just over 16,000, and we expect that to grow as NC HealthConnex grows.



Specialized Registries

NC HealthConnex, in partnership with the Division of Public Health, is working to onboard UNC Health Care’s clinics to the NC Immunization Registry. Additionally, the two agencies are developing a Diabetes Registry that will make its Declaration for Readiness in December 2017.

TEAMING UP FOR SUCCESS!

Start the connection process today!



To learn more: NCHealthConnex.gov / email: hiea@nc.gov / phone: 919-754-6912