HealthFortis Care Coordination System

THE RIGHT ORDER PERFORMED AT THE RIGHT TIME

PATIENT   REFERRING PROVIDER   THE RIGHT SPECIALIST

Coordinate Care and Manage Costs with our Care Coordination System

The HealthFortis Care Coordination System (CCS[SM]) helps payers, ACOs, and other healthcare organizations ensure effective care management across all facilities. We enable health providers to simplify the process of managing referrals, consult with other providers, and coordinate patient care. HealthFortis CCS helps providers communicate about patients as they move throughout different care networks.

Existing referral processes are often fragmented across health systems with different departments using inefficient processes that evolved over time. As a result, up to 35%–40% of existing patient referrals may not convert to an actual patient visit. However when they do arrive for an appointment, they are often unknowledgeable about the referral and lack details about their medical history. This scenario creates a nonproductive situation for both the patient and provider that causes delays in patient care, time-wasting second visits, redundant diagnostic testing, dissatisfied patients, and lost new-patient visits.

The cloud-hosted HealthFortis CCS software enables organizations to coordinate patient care among all providers. HealthFortis CCS helps make new and existing referrals more productive and profitable, reduces redundant ordering, and simplifies the process for referring facilities, making it easy to identify in-network providers.

Find the Right Provider and the Right Order with SmartSearch[SM]

As medicine has become more technologically sophisticated and the practice of defensive medicine is more commonplace, primary care physicians (PCPs) refer patients to specialists at an increasing rate. Referring up to 10% of their patients to specialists, it is a challenge for PCPs to match the patient needs with the right specialty provider.

As a result, patients may not get to the appropriate specialist the first time, causing unnecessary costs and delays in care.

With HealthFortis CCS, as referring facilities enter more information about the patient, SmartSearch[SM] technology dynamically presents lists of appropriate specialists tuned to that patient's needs. This is based on subspecialty requirements, insurance plan information, patient address, and other criteria as determined by your organization. HealthFortis CCS can be integrated with the HealthFortis Clinical Decision Support (CDS) system, so you can help guide your referring providers to placing the right referral for that patient.

Coordinate Care

Improved care coordination is vital to reducing the overall cost of patient care.

HealthFortis CCS provides referring facilities the ability to attach medical record documentation to referrals and to integrate with CD uploading software to include or attach DICOM data. These tools also allow you to publish results to referring providers.

In order to ensure that your providers have the right information available for a productive encounter with the referred patient, you can build procedure-based reminder workflows to remind referring providers of necessary medical information or test results.

Similar to more expensive medical management platforms, HealthFortis CCS includes **more than 2,300 configurable benefit and administrative rules** that may be enacted as referrals are created. This feature enables more comprehensive management of patient care and network compliance.

Collaborate and Consult

Many referrals are not necessary, but these referrals occur because providers need advice and do not have access to the specialists or the tools to help seek the consult needed.

HealthFortis CCS provides fast access to specialists with secure, bi-directional messaging between the referral organizations and the clinical teams.

By making it easy for providers to collaborate about patients, referring providers are better able to manage lower acuity patients independently, make better referrals, and order the right tests. As a result, this enables your organization to build loyal referral relationships.

Gain Insight and Act

HealthFortis CCS tracks every action taken by referring provider, network provider, and administrative staff.

You can filter by every detail to gain key insights that support extensive health plan reporting needs. You can view all referral patterns, determine provider contact methods, and obtain repeating referral information.

You can track ordering practices, leakage patterns, missed referrals, and take action to fix problems or expand successful strategies.

Start with standard predefined reports, and use the simple report builder to create new reports on the fly.

HealthFortis' Cloud-Hosted Utilization Optimization Solution

Customizable Workflow and Rules Engine

Designed in conjunction with a large, at-risk provider organization, our HealthFortis solution is a highly configurable rules and workflow engine that supports the unique needs of individual providers, healthcare enterprises, and payer organizations.

Our solution allows your organization to customize e-referral management, provider consults, insurance authorization, and work queue management on the fly to support your needs.

It provides a simple-to-customize rules engine to let you customize workflow:
- Allow health plan-specific pre-authorization and auto-approval
- Deliver provider notifications about consult requests, referrals, and questions about referrals

- Build on existing national clinical decision support standards and modify to reflect health plan-specific practice recommendations and reimbursement models

HealthFortis CCS is entirely cloud hosted, so you can get started with little to no involvement from your busy IT departments. HealthFortis APIs allow organizations to start with very simple integration (e.g., single sign on with your EMR) and expand to integrate with other systems, including your organizations's provider portal.

For more information or a product demonstration, please contact us at **info@healthfortis.com**