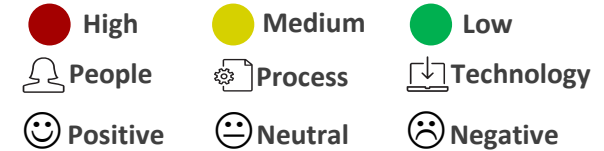
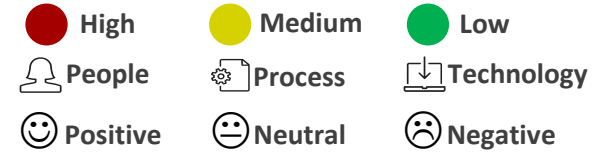


Care Everywhere

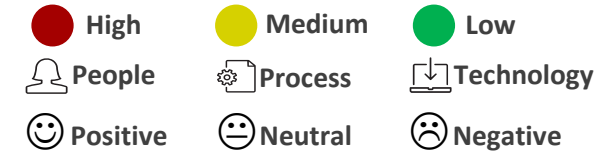








Change Name	Change Impact Description	Impacted Stakeholder Groups	Degree	Perception	👤	⚙️	💻
Authorization	Currently patient has to opt in via Patient Access by signing a paper form and a flag is set in Cerner to indicate that the patient opted in. TN is an opt out state, patients are automatically opted in. In future state, authorization is generally not required except for patients with visits in the following restricted departments: BH, Employee Health.	<ul style="list-style-type: none"> • Desk Staff • Outside Organizations who see Patients who were seen in our BH Department 	●	😐			✓
Point of Care Authorization	This process does not exist today. In future state, HIM will scan any prospective or point of care authorizations collected.	<ul style="list-style-type: none"> • Desk Staff • Registration • HIM 	●	😐	✓		✓
External Communication	Providers currently have direct addresses through Cerner and shared through a local Cerner managed HISP. In future state, all Provider types of Mid-level and above; Locations: All outpatient locations, Outpatient - ULPS, radiology, lab, nutritionists, wound care will be shared with other organizations. This will allow Providers and departments to receive messages from outside organizations as well as referrals through Care Everywhere Referrals Management.	<ul style="list-style-type: none"> • Physician • Providers • Pas • NPs • Staff in pools for the locations that are shared 	●	😐			✓

Care Everywhere



Change Name	Change Impact Description	Impacted Stakeholder Groups	Degree	Perception	👤	⚙️	💻
Query Assistance	This process does not exist today. In a future state, outside organizations that cannot find a patient match at MLH can email patientportalsupport@mlh.org for assistance. If a clinician at another organization requires assistance finding a patient match, they will need to call a number at your organization for assistance.	• HIM Data Integrity Team	●	😐	✓		✓
Incoming Messages Workqueue	This process does not exist today. In future state, data Integrity Specialists will monitor the IMQ for incoming patient matches. The Incoming Messages Workqueue will show incoming transitions of care that need patient links as well as international messages needing approval. Cadence analysts will work the Referrals IMQ and triage any referral requests to referral coordinators.	• HIM Data Integrity Team • Cadence Analysts	●	😐	✓		✓
Care Everywhere Opt Out	Currently, they don't have this process. In a future state, patients who wish to opt out of Care Everywhere/not share their records electronically will email to request opt out. HIM ROI staff will review requests and mark in Epic that the patient has opted out.	• HIM ROI Staff	●	😐	✓		✓
Patient unlink	This process does not exist today. In the future state, ROI staff will utilize the Care Everywhere Patient Unlink activity to unlink patients as requested by other organizations, with requests being received via email at patientportalsupport@mlh.org.	• HIM ROI Staff	●	😐	✓		✓



Change Name	Change Impact Description	Impacted Stakeholder Groups	Degree	Perception			
Reconcile outside information	Currently, clinicians are reconciling problems, allergies, medications and immunizations. In a future state, all clinicians will be able to reconcile allergies, medications, immunizations and Providers will be able to reconcile problems from outside organizations. This information can either be added or discarded during the reconciliation process.	<ul style="list-style-type: none"> • Authorizing Provider • Clinicians 	●				✓
External Chart Correction Requests	Currently, they don't have this process. In future state, External organizations will be able to send Chart Correction requests which will fall into a work queue for ROI.	<ul style="list-style-type: none"> • HIM ROI Staff 	●		✓		✓
Care Everywhere Opt Out	Currently, they don't have this process. In a future state, Opt out verbiage was added to NPP and Consent to treat with an email address for patients who wish to opt out. HIM will work these email requests and update the Opt Out status in the Care Everywhere Status activity.	<ul style="list-style-type: none"> • HIM ROI Staff 	●		✓		✓

● High

● Medium

● Low

People

Process

Technology

Positive

Neutral

Negative

Change Name	Change Impact Description	Impacted Stakeholder Groups	Degree	Perception			
Image Exchange	This process does not exist today. Scanned documents and photos from other organizations will be available via Care Everywhere. Clinicians will be able to view images such as scanned documents, wound care pictures, and reference-quality radiology images from outside Epic organizations in Chart Review using Images Everywhere.	<ul style="list-style-type: none">• Authorizing Provider• All Users	●				✓