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VERATO TELEHEALTH IDENTITY BRIDGE OVERVIEW

Rapid acceleration and scaling of telehealth often creates a disconnect between the EHR and Telehealth. Specifically, duplicate or disconnected records result when new telehealth account IDs do not match the MRN. To help, Verato is offering "Telehealth Identity Bridge" at no charge to healthcare delivery organizations, health plans, and public health agencies. This service is rapidly deployable. There will be no costs incurred through 2020, and there will be no obligation during or after this period.

CHALLENGE: TELEHEALTH SURGE CREATES A SERIOUS RECORD MANAGEMENT PROBLEM

A high proportion of telehealth visits fail to automatically "match up" with the corresponding EHR chart; e.g. Cerner or EPIC. This results in three primary problems:

1. Telehealth doctors lack access to patient clinical histories, making it difficult to triage cases or make informed decisions about whether a patient can quarantine at home or should be admitted.

2. Hospital clinicians do not have access to information from recent telehealth visits so when a patient presents in the ER, they are blind to information obtained via a telehealth visit.

3. Health Information Management (HIM) teams become overloaded resolving these discrepancies.

HOW TELEHEALTH PATIENT IDENTITY BRIDGE WORKS:

The Telehealth Identity Bridge, is invoked each time a patient creates a telehealth account. The patient's EHR chart and the telehealth record will be linked using the EHR's single MRN. This happens 1-2-3:

1. Populate MRNs into your private instance of the Telehealth Identity Bridge.

2. Every time a new telehealth account is created, Verato connects the account to any existing MRN. Verato is cloud based and HITRUST certified so this is quick and secure.

3. The EHR MRN is then supplied back to the telehealth application; avoiding a duplicate record from being created and ensuring a connected care experience.