

Customer success story:

Enhancing patient matching through automated data stewardship

The nation's largest public HIE leverages Verato Auto-Steward® to automatically resolve its toughest “suspect duplicate” tasks

The challenge

Achieving real-time high-accuracy patient matching

Healthix, the largest public health information exchange (HIE) in the nation, facilitates the secure exchange of information between its participants to help them provide better care. Foundational to this is the ability to match and link patient records across the HIE, which covers over 16 million patients visiting nearly 1,500 facilities across New York City, Long Island, and beyond. At this scale, accurate and real-time patient matching is a challenge. But it is necessary for clinicians to be able to view their patients' composite records — and ultimately to improve care quality and reduce redundant tests, procedures, and avoidable hospitalizations.



- Over 16,000,000 patients
- 100s of organizations
- 1,500 facilities
- 60+ hospitals and health systems
- 10+ health plans
- 360,000+ clinical event notifications delivered every month
- 180,000+ clinical summaries delivered every month



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The solution

Verato Auto-Steward

Verato Auto-Steward is a simple cloud-based plug-in for EHRs and enterprise master patient index technologies (EMPIs) that uses Referential Matching™ to automatically make matches that EHRs and EMPIs could never make. Healthix is using Verato Auto-Steward with its EMPI to automatically resolve the toughest “suspect duplicate” tasks that the EMPI has flagged for manual resolution by health information management (HIM) staff.



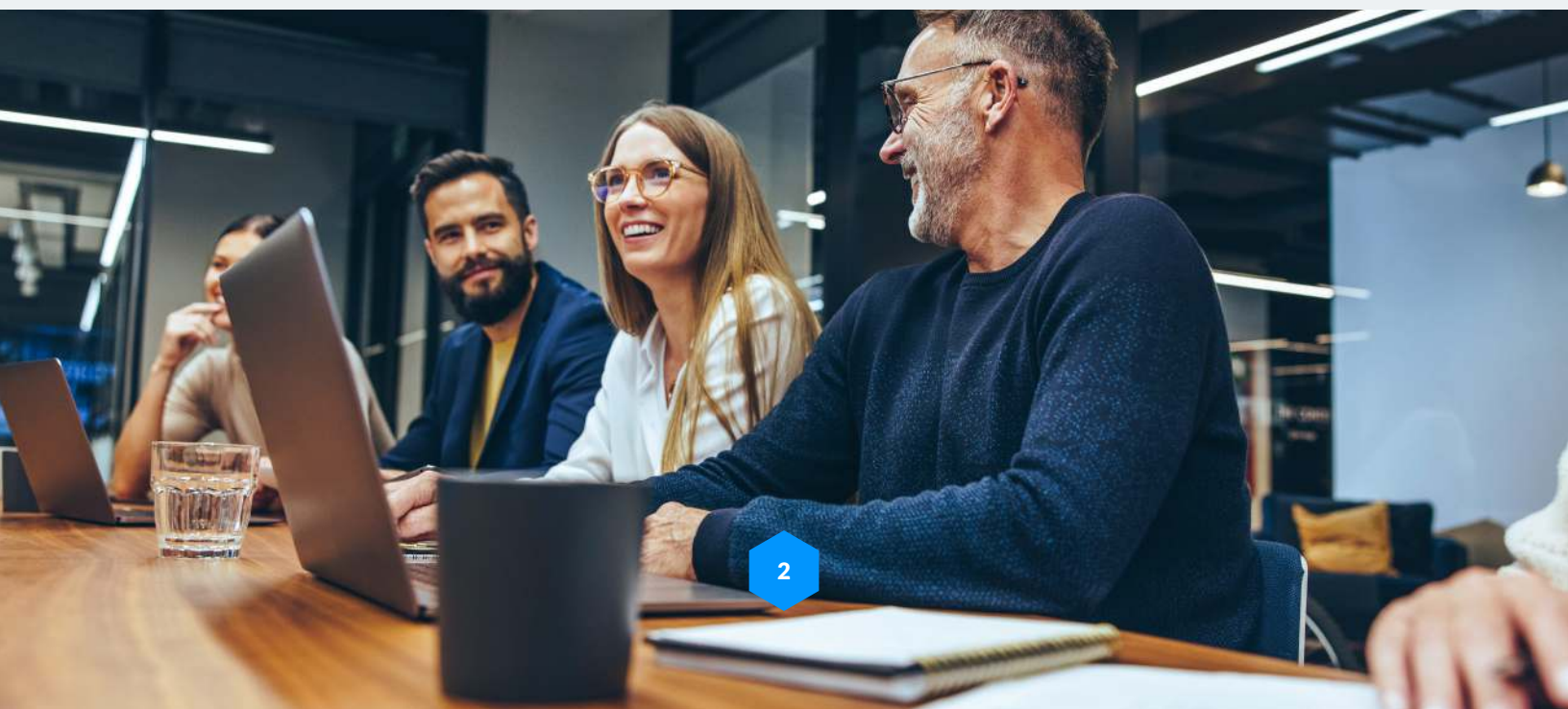
High accuracy

Verato Auto-Steward uses Referential Matching to automatically resolve 50-75% of the toughest matches that EMPIs and EHRs can't resolve. Verato leverages a comprehensive database of demographic data spanning the entire U.S. as an “answer key” for demographic data, and references this answer key to match patient records even if they have old, incorrect, or missing demographic data.



High ROI

Organizations like Healthix that use Verato Auto-Steward to improve the patient matching of their EMPIs or EHRs can see a huge uplift on the ROI of those technologies. Verato Auto-Steward dramatically reduces the time, effort, and cost of manually resolving suspect duplicate tasks. It also dramatically reduces your duplicates and their associated costs.



A powerful, simple, secure patient matching solution — in the Cloud

Performance

11.5

Match decisions per second

1,000,000

Match decisions per day

100,000

Stewardship tasks resolved per day

Cloud-based

Verato Auto-Steward is cloud-based, so it was easy for Healthix to deploy. Healthix uses Verato Auto-Steward's modern APIs to automatically process its "suspect duplicate" tasks in real time.

Secure and private

Verato solutions are HITRUST certified. And, the real-time capabilities of Verato Auto-Steward alleviate the risks associated with batch transactions.

Speed and ease of implementation

1 hour

Healthix implements Verato web service after one hour training orientation



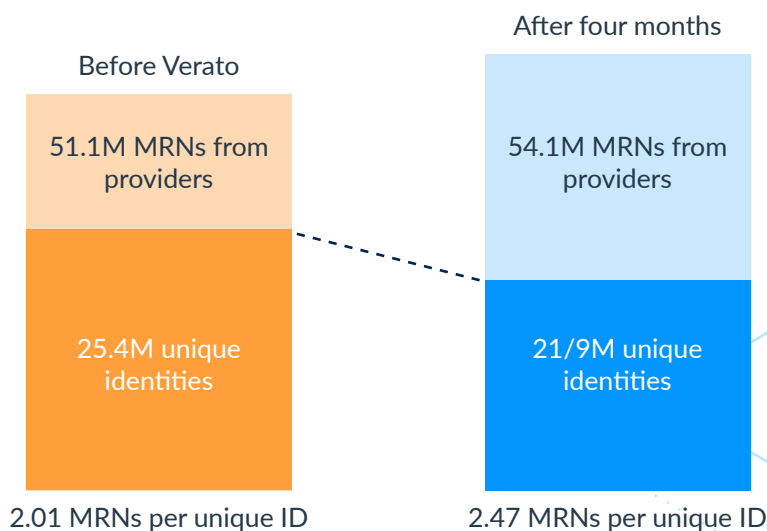
2 weeks

Healthix begins making live calls to Verato services



6 weeks

Healthix goes live with Verato





Verato, the identity experts for healthcare, enables smarter growth, improved care quality and efficiency, and better population health by solving the problem that drives everything else — knowing who is who. Over 70 of the most respected brands in healthcare rely on Verato for a complete and trusted 360-degree view of the people they serve to accelerate the success of their digital health initiatives and fully understand consumers' preferences, risks, and needs from the beginning and throughout their care journey. Only the Verato HITRUST-certified, next generation cloud identity platform enables interoperability across the complex digital health ecosystem with unprecedented accuracy, ease, and time-to-value. With an enterprise-wide single source of truth for identity, Verato ensures that you get identity right from the start.

For more information, visit **verato.com**.

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