



Case Study • 360-Degree View

How Particle Health Uses Verato to Deliver More Complete and Trusted Patient Records

A look at how Verato's identity intelligence powers Particle Health's interoperability platform for ATM Health.

Executive Summary

Particle Health helps healthcare organizations access, normalize, and activate clinical data across fragmented healthcare networks. As demand for more complete longitudinal patient records grew, Particle needed a patient identity solution capable of improving record retrieval while maintaining confidence in patient matching accuracy.

Particle selected Verato to strengthen patient identity resolution across its interoperability platform. By combining Particle's clinical data infrastructure with Verato's referential matching and demographic enrichment capabilities, Particle helps customers access more complete and trustworthy patient records.

Results at a Glance

ATM Health's experience illustrates the impact of this approach. Using Particle's platform enhanced by Verato identity intelligence, ATM Health achieved:

95% Match Rate

achieved by ATM Health, finding clinical records for patients who previously returned none.

75% More Clinical Records

available per patient on average through demographic enrichment

More Complete Records

expanded longitudinal patient visibility

Greater Confidence

Improved trust in patient attribution and data accuracy

About particle

Particle Health helps organizations securely access and analyze patient medical records through a single API platform. It aggregates scattered data from pharmacies, labs, and hospital systems into one unified file, standardizes it into formats like FHIR, and uses AI to distill lengthy records into short, actionable summaries.

Particle Health serves digital health platforms, traditional healthcare providers, risk-bearing entities like ACOs and payers, and health tech developers building applications that require clinical data.

Together, Particle and Verato help healthcare organizations build a more complete and trusted longitudinal view of every patient, enabling better-informed care decisions and improved patient outcomes.

Why Particle Chose Verato

As Particle expanded its interoperability capabilities and intelligent monitoring solutions, it recognized that access to data alone does not create value. **Healthcare organizations need confidence that:**



Records can be found across fragmented networks



Patient identities can be accurately resolved

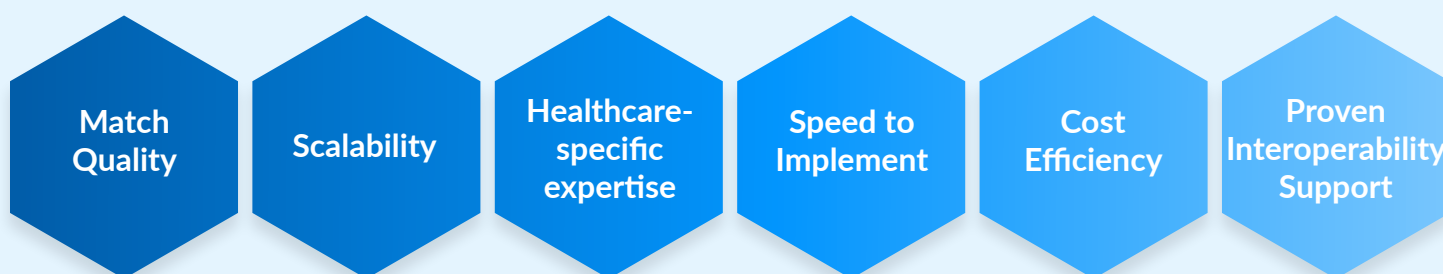


Returned records belong to the correct patient



Longitudinal patient histories are complete and trustworthy

Particle evaluated multiple identity vendors and selected Verato based on:



Verato's healthcare-specific referential matching model, demographic enrichment capabilities, and proven scalability made it the ideal partner to improve both patient record discovery and matching accuracy. As Jordan Hartfiel, Head of Product at Particle Health, explains, "Patients aren't static—they move, change names, and present inconsistently across systems." When identity infrastructure treats demographics as fixed, they note, care teams either miss records that exist or surface records that don't belong to the right patient. "Verato helps us solve both problems simultaneously by expanding our ability to find the comprehensive universe of records for a patient while ensuring those records belong to the right person," Hartfiel says.

Better Together

Interoperability and identity resolution solve different—but equally important—healthcare challenges.

Particle provides:

- Clinical data access across fragmented networks
- Record retrieval and normalization
- Real-time healthcare intelligence
- Intelligent monitoring capabilities

Verato provides:

- Identity intelligence
- Referential patient matching
- Demographic enrichment
- Precision validation

Together, Particle and Verato help healthcare organizations achieve both:

Recall: Finding more clinically relevant patient records.

Precision: Ensuring those records belong to the correct patient.

As Particle and Verato often describe it:

"Recall without precision is noise at scale. Precision without recall is silence."



By combining interoperability with identity intelligence, organizations gain:

- ✓ More complete patient records
- ✓ Greater confidence in returned data
- ✓ Improved care coordination
- ✓ Better patient engagement opportunities
- ✓ More informed clinical decision-making

Customer Impact: ATM Health

ATM Health, a technology-enabled healthcare organization, relies on comprehensive patient information to support patient engagement, care coordination, and treatment planning.

Like many healthcare organizations, ATM Health faced challenges caused by fragmented patient identities across healthcare systems. Patients move, change names, update addresses, and receive care across disconnected provider networks, making clinically relevant records difficult to locate.

Using Particle's interoperability platform enhanced by Verato identity intelligence, ATM Health achieved measurable improvements in patient record completeness and confidence.

90-95% Increase

ATM Health's match rate climbed from 90% to 95%, finding clinical records for patients who had previously returned none.

75% More Clinical Records Per Patient

When records were found, demographic enrichment unlocked an average of 75% more clinical records per patient, significantly expanding longitudinal patient visibility.

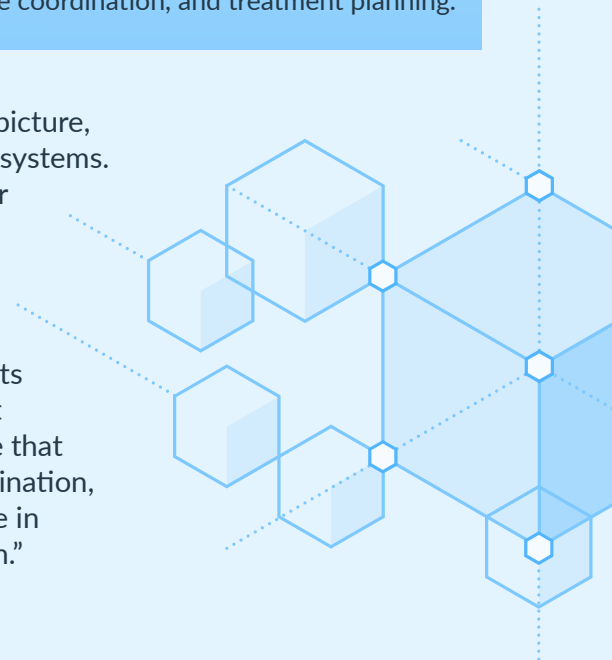
Greater Confidence in Patient Attribution

ATM Health gained greater confidence that returned records belonged to the correct patient, helping reduce uncertainty when using external clinical data.

Greater More Complete Longitudinal Visibility

The combined solution helped uncover healthcare encounters and events that may previously have fallen through the cracks, supporting better-informed patient engagement, care coordination, and treatment planning.

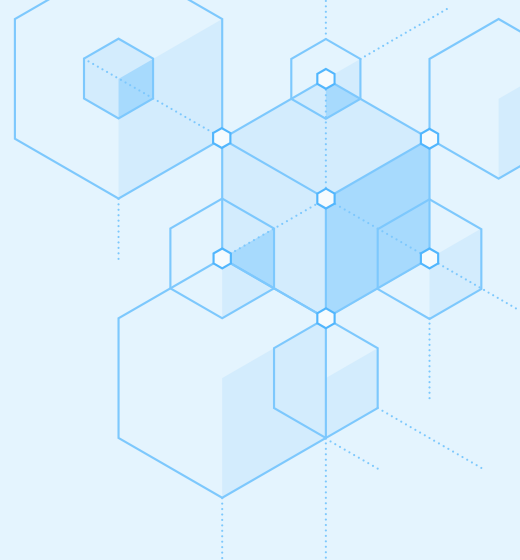
Before working with Particle, ATM Health managed with an incomplete picture, as patients moved, changed names, and presented inconsistently across systems. As Lauren Reiss, COO and Founder of ATM Health, explains, "When your identity infrastructure doesn't keep up, records that exist simply never get found," adding that this affects whether treatment resources reach the right people. The Particle-Verato partnership gave the organization both reach and precision: Reiss notes that ATM Health now sees "a more complete longitudinal view per patient, including events that would have previously fallen through the cracks," while trusting that the records returned belong to the right patient. "At ATM Health, we use that complete longitudinal record to support patient engagement, care coordination, and better-informed treatment decisions," Reiss says. "Having confidence in both the completeness and accuracy of the data is critical to that mission."



Conclusion

Healthcare organizations should not have to choose between finding more records and finding the right records. Particle's investment in Verato demonstrates how interoperability and identity intelligence work together to solve both challenges.

By combining Particle's ability to retrieve and normalize clinical data with Verato's ability to accurately identify and enrich patient identities, healthcare organizations can build more complete and trusted longitudinal patient records.



ATM Health's results demonstrate the impact:



90% to 95% more patients
with records found



Greater confidence in
patient attribution



75% more clinical records per patient



Better support for patient engagement
and care coordination



More complete patient visibility

**"Verato gives us the confidence that
when we say we're delivering all the
potential data on the right patient,
we actually are."**

Jordan Hartfiel
Head of Product, Particle Health

As Jordan Hartfiel puts it, "Verato gives us the confidence that when we say we're delivering all the potential data on the right patient, we actually are." Together, Particle and Verato help healthcare organizations unlock the full value of healthcare data, making it easier to deliver complete, trustworthy patient information at the point of care.

Learn more at verato.com

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