



Health Gateway Streamlines Critical Medical Information Via a Single Connection

The Health Gateway Service empowers healthcare providers with secure, near real-time access to comprehensive patient records. By deduplicating and aggregating data from Carequality, eHealth Exchange, and CommonWell, it offers a streamlined way to retrieve critical medical information via a single connection.

Integrating seamlessly into existing workflows, it delivers an all-encompassing view of patient histories, saving time and resources while enhancing patient care. This Q&A piece will explore the key features and benefits of this service, and how it helps overcome the challenge of often inaccessible or fragmented patient data.



Why is patient data so fragmented?

Virtually all patients receive care from multiple providers. This practice increases as individuals age, resulting in fragmented patient records. Factors including geographic mobility, age, and medical emergencies further compound the challenge.

On average, Medicare beneficiaries visit specialists five or more times per year and primary care providers more than three times per year. The rise in virtual care appointments adds further complexity - 20% of patients have virtual care consults with physicians who may not be familiar with their medical history.



What is a national health information network?

National health information networks like eHealth Exchange, Carequality, and CommonWell allow participating care providers to both share, and obtain, records from other participating providers who have treated an individual. While their technical frameworks differ, they allow a provider to query for and retrieve available information about a particular patient using standard healthcare interoperability formats. To participate, providers must have a contractual relationship with the network(s).



What is InterSystems Health Gateway Service?

Essentially a one stop shopping approach that grants a provider access to the national networks by means of a single agreement and a single connection. This not only streamlines business relationships, but it also maximizes the likelihood of obtaining all the data available for a patient, even if records are spread across several networks, or one if one network is offline for some reason.

InterSystems Health Gateway Service aggregates patient data (from multiple records regardless of where the care was delivered) into usable formats for clinical care. It offers a simpler contracting framework and since it's a cloud-based managed solution run on InterSystems private, secure cloud, so customers don't have to tie up IT resources.



Doesn't TEFCA take care of connections to national networks?

Yes and no. TEFCA, the US Trusted Exchange Framework and Common Agreement, provides governance and guidance on how data is accessed and used across national networks. TEFCA was created to address the challenges posed by information gaps in national health information networks. However, providers continue to grapple with managing connections to multiple networks, handling diverse care documents, and ensuring that the data retrieved is meaningful and usable for informed decision-making.



How can my organization benefit from the InterSystems Health Gateway service?

- 1. Simplified Interoperability:** The service provides quick access to comprehensive patient data through modern APIs, eliminating the need to negotiate multiple agreements and simplifying operational management.
 - 2. Better, Safer Patient Care:** Access to more complete data reduces safety gaps like overlooked medication allergies. It supports improved care coordination and transitions, allowing healthcare organizations to leverage aggregated data for all treatment use cases.
 - 3. Real-time Data Access:** The solution connects to national networks, delivering patient data in near real-time, relieving administrative burdens and eliminating delays in accessing health records.
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How does the service ensure patient health records are usable and accessible?

The service offers a variety of options for viewing and using patient health records. You can embed a clinician-friendly viewer, which presents data in a clinician-friendly longitudinal format, into your EMR or other clinical application. Additionally, you can receive records as individual & consolidated C-CDA documents, or as HL7® FHIR® bundles for use in clinical apps or your EMR. This versatility ensures that care providers can access and interact with patient data in the formats best suited to their needs and workflows, enhancing efficiency and effectiveness when delivering care.



How can we get started?

The first step is to find the right partner.

InterSystems has been a leader in digital health since its inception. We understand the complexity of healthcare data and the importance of seamless data exchange across various systems and platforms. Our expertise in health data interoperability ensures that organizations can easily integrate and access comprehensive patient data, improving care coordination and operational efficiency. By partnering with InterSystems, organizations benefit from a trusted solution provider, as well as dedicated reliable and efficient health IT solutions.

With InterSystems Health Gateway Service, your clinicians get the information they need to deliver the best possible care, in the format that makes sense to them, with a single agreement and a single connection to simplify the management burden on your organization.

Learn more about InterSystems Gateway Service, [here](#).