

InterSystems Health Gateway Service



Cloud-Based, On-Demand Access to Secure Patient Data Nationwide

The Challenge of Complete & Comprehensive Patient Data

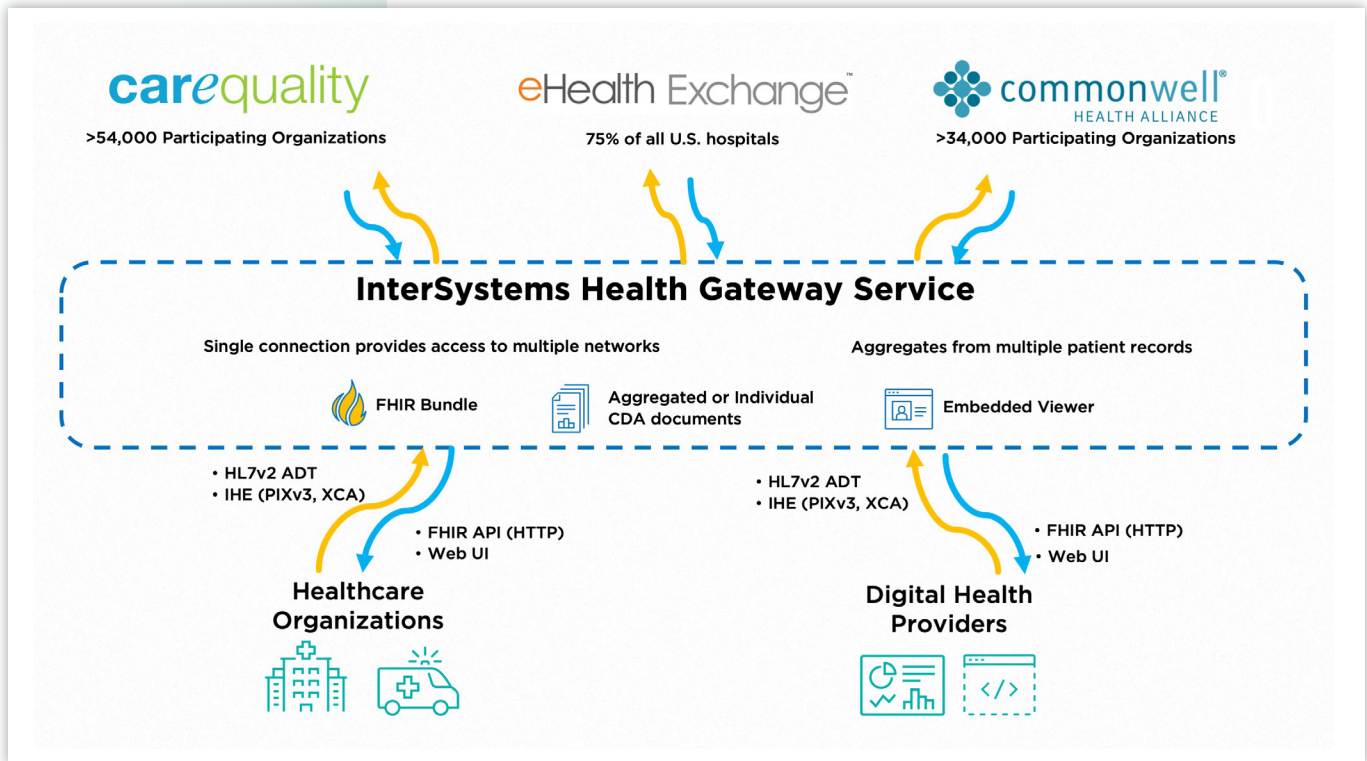
Let's face it – most, or nearly all, of us visit a variety of care providers for our health and well-being. This tends to increase as we get older – in fact, the average Medicare beneficiary visits a specialist over 5 times per year and a primary care provider (PCP) over 3 times per year, with 35% of this group seeing over 5 different physicians per year*. Additionally, virtual care appointments have grown significantly: a recent study uncovered that almost 80% of patients had a virtual visit with their own physician, while 20% had a virtual visit with an outside physician not likely to be familiar with them**.

All this poses a challenge to care providers of all types – whether brick & mortar hospitals and clinics, or digital health providers – since they often lack access to the complete and up-to-date clinical data for a given patient. Geographic mobility, age, medical emergencies and other factors contribute to the challenge of making optimal care decisions based on incomplete clinical data.

National health information networks like eHealth Exchange, Carequality, and CommonWell were developed to fill these information gaps. And federal regulatory frameworks like TEFCA – the US Trusted Exchange Framework and Common Agreement – provide governance and guidance around the way data is accessed and used. Yet providers still face the challenge of managing connections to the networks, dealing with multiple care documents, and making the data meaningful and usable.

Introducing InterSystems Health Gateway Service

InterSystems Health Gateway Service is a cloud-based, on-demand service delivering near real-time, secure access to patient data from across the nation, within existing workflows and in easily used formats.



InterSystems Health Gateway Service architecture

More complete patient data improves care: Healthcare organizations and digital health providers can leverage aggregated health data for treatment use cases to improve patient care, care coordination, and transitions of care. As TEFCA and the national networks expand data usage agreements to include payment, public health, research, and other use cases, so too, the value of the InterSystems Health Gateway Service will expand.

Delivered in formats suited to your users: The service offers various options for viewing and using patient health records. Options include embedding a viewer into your clinical applications with data displayed in a clinician-friendly longitudinal record format, receiving it as a consolidated C-CDA document, or obtaining it as an HL7® FHIR® bundle.

Timeliness matters: Our solution seamlessly connects to national networks, delivering aggregated patient data in near real-time. This relieves providers' staff of the administrative burden of chart chasing, and eliminates the delays that come with lengthy processes to request and receive health records.

A clean and simple solution to a complex challenge: InterSystems Health Gateway Service leverages the company's deep expertise in health data interoperability, offering quick and efficient access to comprehensive patient data through modern APIs. A single agreement with InterSystems eliminates the need to negotiate multiple agreements and simplifies accountability and operational management for customers.

Key Features

- Single API connection to national networks
- Flexible options for viewing and using clinical patient data – embedding a viewer containing the parsed data into your clinical application, a consolidated C-CDA, or a FHIR bundle
- Easily contribute clinical data back to national networks in response to patient data queries from other providers via a single API

Deployed as a Cloud Solution

InterSystems Health Gateway Service is deployed as a fully managed solution – we remove the burden of managing the implementation, hosting, and other deployment aspects. Customers can focus on day to day activities with the confidence of knowing up front what the managed service will cost and the associated SLAs.

InterSystems designs, hosts, and delivers the solution so you don't need to purchase, operate, secure, and maintain the infrastructure yourself. The InterSystems Health Gateway Service includes:

- All data center resources, including hosting, hardware, and network capacity needed to run the solution
- Ongoing maintenance of all solution components
- Customer-specific configuration and onboarding services to bring the solution live
- 24/7 support for the solution including real-time monitoring
- Sophisticated security and data protection programs

Customer Support

Like any solution delivered by InterSystems, we provide you more than technology - you also get our acclaimed customer support. Our best people are on the front lines 24/7. Every one of our customers gets help from somebody who really cares, immediately, without having to go through layers of people or process. To learn more about our 24/7 support resources go to <https://www.intersystems.com/support/>

[*National Library of Medicine](#)

[**Medscape](#)

***Available in the U.S. only

