

Client Success Story

All Access for Community; Supporting Secure Patient Data Exchange and Availability

Client | Bristol Hospital
Bristol, Connecticut

Challenge

Bristol Hospital already had a solution in place for sharing critical patient data with its area providers. However, it was very costly, couldn't meet all regulatory requirements, there were security concerns, and a lack of technical control. Bristol Hospital needed a better way to efficiently and cost-effectively share patient data within its organization, and also to community physicians, post-acute care facilities, nursing homes, and care coordinators throughout the community to ensure proper follow-up care after significant patient events.

Solution

Already a Consensus Cloud Solutions customer, Bristol Hospital learned of **All Access for Community** and selected the solution to improve its data sharing capabilities. All Access is the one-stop-shop for strategically managing patient data availability throughout the healthcare enterprise, allowing organizations to quickly and securely distribute data regardless of access to a desktop computer, network, or EHR. Patient data is made available 24x7 through a web-enabled platform, and documents can be distributed within the organization or on-demand to community providers by granting audited access to documents.

"The benefits of this technology are two-fold. There is less of a burden on Bristol's medical records staff to field daily phone calls, paper faxes, and process other manual transactions. Equally as important, our provider community now has more control over the request of information and they have quicker, more efficient access to patient data through features like proactive notifications. "

Wendy Lollar,
CVIS Administrator at Bristol Hospital



Results

Direct benefits of All Access for Bristol Hospital include:

- Ability to notify providers proactively to ensure proper follow-up care after discharge
 - Affiliated physician offices - 13
 - Nursing homes – 4 (Do not need direct interface to hospital data or access to MEDITECH)
 - Corporate level patient management with ProHealth Physician Group statewide as well as their local Community Health Center organizations
- During the COVID-19 crisis, it was leveraged to allow the pharmacist consultant for the local nursing homes to do medication regimen reviews remotely (the pharmacist consultant was not permitted into the nursing homes because of the risk of disease spread).
- Allows for better patient care and patient safety
- Meets regulatory requirement
- Very user friendly
- Could still provide access to patient data in the event of a downtime (web-based solution)
- "Break the Glass" security and auditing capabilities
- ROI was realized in one year just on annual cost of ownership
- Reduced the need for phone calls, paper faxing, and associated costs

Examples of information/reports Bristol Hospital shares electronically with different facilities:

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|---|----------------|
| • Admission and Discharge notifications | • Blood Bank |
| • Emergency Room visits | • Microbiology |
| • Laboratory | • Radiology |
| • Pathology | • Cardiology |



About All Access

Consensus Cloud Solutions, Inc. (NASDAQ: CCSI) is the world's largest digital fax provider and a trusted global source for the transformation, enhancement and secure exchange of digital information. We leverage our 25-year history of success by providing advanced solutions for regulated industries such as healthcare, finance, insurance and manufacturing, as well as state and federal government. Our solutions consist of: cloud faxing; digital signature; natural language processing and artificial intelligence; robotic process automation; interoperability, and workflow enhancement that result in improved outcomes. Our solutions can be combined with best-in-class managed services for optimal implementations. For more information about Consensus, visit consensus.com and follow @ConsensusCS on Twitter to learn more.

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