

Client Success Story

Cottage Hospital Improves Physician Relationships, ROI, and Secure Data Exchange with Consensus All Access

Client | Cottage Hospital
Woodsville, NH

The Challenge

Cottage Hospital understood that a critical aspect of patient care was improving access to patient documents and data for the entire care community. Prior to a recent EHR transition, the community providers outside Cottage Hospital's facility were allowed full access to the EHR to review patient information. Paper faxing was also a standard means for communicating patient results and other data. When Cottage Hospital implemented a new EHR, security advisors alerted the team that this current process for sharing data was not acceptable to meet the new security requirements. There was no way to limit access around what providers would be viewing and which patient information they would see in the EHR. Additionally, paper faxing is known to be extremely unreliable and certainly not a secure way of sending information.

Cottage Hospital took the steps to identify a new solution that would meet the needs of its community providers while also building strong relationships without putting patient data, or the hospital, at risk.

Solution

Cottage Hospital didn't have to look far for a solution that would ensure community providers could quickly, securely, and easily access necessary patient information. A long-standing and very successful relationship has existed between Cottage Hospital and Summit Healthcare (now Consensus Cloud Solutions) for over 10 years. Summit was a trusted vendor partner, building confidence over the years with the excellent technology offerings and remarkable support staff.

Cottage Hospital was already utilizing both the Consensus integration engine, Conductor, and the robotic process automation platform, SST. The success realized with Consensus' other solutions instilled confidence in Cottage's staff that they could tackle the challenges they were experiencing with community data exchange. The selection of All Access, Consensus' web-based solution for on-demand data availability, was a natural and easy choice for Cottage Hospital.

"The selection of All Access was a no-brainer for us. Cottage Hospital has had a strong relationship with Summit Healthcare, now Consensus Cloud Solutions, for over 10 years now, and our complete trust and total confidence in their other products guaranteed that our experience with this software would be no different. The support team is excellent, and they're very knowledgeable even with only a little bit of information. That makes all the difference with troubleshooting and getting any issues (usually human error!) back on track in a timely manner, which is so essential especially when dealing with patient results. "

Tamra Azer, BSN RN,
Director of Clinical and Financial Applications at Cottage Hospital



Results

An immediate win for Cottage Hospital was the efficiency and speed at which All Access was installed and fully Live. There was very little downtime, and it was critical for security purposes that there was a new solution in place as soon as possible. Setting up new providers on the platform was almost just as instantaneous. The ease-of-use was vital both in setting up new providers, as well as establishing provider buy-in and acceptance. Providers were able to log in and start using the software within minutes, which was very well received. There are a total of 42 users from both affiliated and non-affiliated provider offices utilizing the technology.

Other Direct Benefits at Cottage Hospital Include:

- **Maximized ROI:** the strengthened relationships with community providers encouraged continued referrals back to Cottage Hospital Emergency Room visits
- **Improved physician satisfaction:** on-demand access to data and results, no more waiting for faxes to come through
- **Enhanced care coordination:** ability to send proactive notifications to providers to ensure patients are getting the follow-up care they need in a timely manner
- **Achieved all security standards and regulatory requirements:** advanced functionality included break the glass and robust auditing/reporting capabilities
- **Offered a very user-friendly and easy-to-use application**

A Sample of Information/Reports Shared with Different Facilities:

- Admission
- Discharge
- Emergency Room Visits
- Laboratory
- Pathology
- Blood Bank
- Microbiology



About **consensus** Cloud Solutions

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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