



MICHIGAN
HEALTH CONNECT

COLLABORATIVELY AND INNOVATIVELY ADVANCING
THE DELIVERY AND COORDINATION OF HEALTH CARE
ACROSS MICHIGAN.

Michigan Health Connect (MHC) creates and supports the collaborative, sustainable and effective exchange of health information across all participants in the state's health care community.

Our goal is to enhance patient care and safety by improving access to timely clinical information.

For providers, our services offer significant, proven benefits. Administrative efficiency is enhanced and costs are reduced, with a corresponding ability to further enhance the care and experience provided to your patients.

What is HIE?

Health information exchange (HIE) has been going on for years – on paper and over fax machines. As more and more of the health care environment has become electronic, there has been a growing need to move paper HIE to electronic HIE by integrating data electronically. This improves the quality of care to patients through use of the alerts and tools embedded within electronic medical record systems (EMRs) and reduces the costs and hassles associated with the paper.

Additionally, interoperability is being driven by the American Recovery and Reinvestment Act (ARRA) and the meaningful use incentives outlined by the federal Office of the National Coordinator (ONC). Health plan pay-for-performance incentives, as well, are driving an increased need to manage orders and other clinical data electronically and communicate that data to registries and health plan systems.

Bottom line...the need to electronically exchange data between care settings and systems is here. MHC is a non-profit 501(c)3 corporation founded in Michigan to provide the exchange services required to meet this need.

Who is Michigan Health Connect?

MHC launched as a health system collaborative in 2009 and became a non-profit corporation in March 2010. There are eight charter anchor organizations represented on the founding Board of Directors:

- Ascension Health
- Beaumont Hospitals
- Lakeland Health System
- McLaren Health Care
- Metro Health
- Northern Michigan Regional Health System
- Spectrum Health
- Trinity Health

For an updated participant list, please visit our website: www.MichiganHealthConnect.org.

Based on the primary service areas of the organizations participating, MHC covers over 80% of the counties in the lower peninsula of Michigan, and well over 700 offices are connected to the exchange utilizing one or more of the solutions outlined below. The MHC exchange is powered by Medicity, its technology partner headquartered in Salt Lake City, Utah.



What Does MHC Offer?

MHC offers a menu of services to office-based providers and other healthcare stakeholders focused around common HIE needs. Many of these tools are available to participating community providers at no cost. Solutions are delivered through MHC's HIE Command Center—the single integrated work area for all MHC community-based solutions.

MHC Results

MHC offers electronic results delivery to physician offices, including laboratory, radiology and transcribed documents, via “drop boxes” for paper-based practices or interfaces for offices with EMR systems.

This approach places discrete data directly into the patient's core electronic record for better management and follow-up and puts the office in control of what is printed and when.

MHC Laboratory Orders

Providers can enter and manage lab orders from the MHC platform or from their EMR to participating MHC hospitals and regional labs. Patients can just show up at any corresponding draw site without the need to present a paper order. This results in higher patient satisfaction, better order management and patient compliance, and more efficient and effective follow-up across the entire continuum of care. Order efficiency is increased for the office and the Lab, because a complete, legible and appropriate order is generated the first time, every time.

MHC Scheduled Orders

Providers can enter and manage scheduled orders, such as diagnostic imaging and rehabilitation, from the MHC platform. Rather than spending 10-15 minutes on the phone per order answering the questions necessary to schedule an appointment and/or having difficulty tracking down a specific health plan's authorization requirements, the MHC tool gives you the control and information you need to boost efficiency and do it on your schedule.

MHC Referrals

Providers can enter and manage referrals to any other provider or facility on the MHC platform. Referral management is more efficient as all inbound and outbound referral traffic is centralized in the same work list. Status changes are tracked, results in the dropbox as well as other external documents can be attached, and follow-up is automated.

MHC ViCToR

MHC's Virtual Care Team Record (ViCToR) allows paper-based offices to create and maintain an office-specific patient record that supports a number of meaningful use requirements (e.g., problems, medications, allergies, etc) and facilitates data-sharing among providers treating that same



patient. As a patient is referred between providers on the MHC platform and the virtual care team expands, the data follows. When updates are made, they are immediately and automatically made available to the entire care team to minimize gaps and optimize patient care.

MHC Virtual Integrated Patient Record (VIPR)

MHC recognizes that to achieve the most impactful patient safety and quality benefits, patient information from across the health care continuum must be integrated and presented to clinicians at the point of care. MHC's VIPR delivers this functionality with a state-wide master person index, record locator service, and web viewer integrated into the MHC platform.

One of MHC's guiding principles is to allow providers to stay in their EMR core systems whenever possible. Therefore, as EMR systems mature, MHC will exchange this aggregated community data electronically and automatically between the core EMR systems that providers use on a daily basis. This will optimize the usability of the data and truly provide relevant clinical data where and when it is needed to best care for patient health needs.

Other Solutions for the Broad Health Care Community

MHC will continue to work with health plans, pharmacies, long-term care providers, community clinics, state and federal clinics and programs, tribal health care clinics, critical access hospitals, home health agencies and the wide variety of other stakeholders across the state. We are here to provide the tools and data needed to optimize patient care in the overall health care environment.

Eliminate the Binder

Today's health care environment is fragmented. Patients and families are required to integrate their personal health care journey by carrying their clinical data from provider to provider, sometimes literally in a three-ring binder.

MHC is passionate about developing a secure, appropriate solution by working with all health care stakeholders in Michigan. Join us to help eliminate the binder!

Who Do I Contact For More Information or Support?

If you'd like to talk more about how HIE is impacting your organization or learn more about Michigan Health Connect and the advantages offered by the MHC tools, please email info@michiganhealthconnect.org or call 877-269-7860.



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