

Use Cases: Direct for Physicians

Direct is being deployed by physicians and hospitals across the nation.

Some of the current use cases for Direct include:

- ✓ Receive admit/discharge notification
- ✓ Receive diagnostic test results
- ✓ Refer patients to specialists

Scenario:

A male patient is admitted into the hospital after falling from his mountain bike. The ordering physician takes X-rays and casts the wrist. The patient is discharged with pain meds and instructed to contact his PCP immediately.

Receive admit/discharge notifications

Use Case: Through Direct Messaging, the patient's PCP is instantly notified when the patient was admitted to the hospital with a wrist injury. The notification includes information such as the patient's name, DOB and reason for admission. Upon discharge, the PCP will be notified and will receive information including the patient's diagnostic test results and follow up instructions.

Benefits: Direct improves the transition of care from the hospital to the PCP as well as allowing the PCP to respond quickly to new information about their patients. Automated admit/discharge notifications are faster and more reliable than fax or mail. Providers can access these notifications from mobile devices, home or office computers, allowing the PCP to quickly respond and to ensure the appropriate follow up care. The data can be easily consumed by the PCP's current EHR, so information does not get lost or delayed.

Diagnostic testing

Use Case: The patient underwent X-rays during hospitalization. Through Direct, the results of the X-rays are sent electronically to the PCP and are integrated into the provider's EHR.

Benefits: Direct ensures that diagnostic results are sent immediately to PCPs, so all of the information is in the physician's hands before the patient's follow up visit. Direct also eliminates difficulties reading test results (such as EKGs) that come over the fax machine.

Refer patients to specialists

Use Case: The patient now needs to be referred to an orthopedic specialist. His PCP, through electronic Direct communications, easily sends a referral to the desired specialist. The specialist can receive the referral instantly, along with the patient's history, hospitalization details, medications, diagnostic tests and current diagnosis. With SES Direct, it is simple for the PCP to extract this information from their EHR, and equally simple for the specialist's (different) EHR to consume the information.

Benefits: Sending referrals and histories electronically is faster and more reliable than sending the information by mail or by fax. The specialist will have all of the information needed before seeing the patient, and it will be simple and fast for the specialist to respond to the PCP with a summary of care. Direct simplifies the communications between PCPs and specialists, improving transitions of care.

Why do Physicians need Direct?

- Receive healthcare information instantly, on any device
- Improve transitions of care
- When information follows the patient, quality of care is improved

