Q&A

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Image Exchange Customer Q&A

Quality Health Network (QHN) has been an eHealth Connect® Image Exchange customer since 2015. As a leader in the Health Information Exchange (HIE) community, QHN knew they needed to enhance their service offerings to save their providers time and money. eHealth Technologies has delivered innovative solutions to meet—and exceed—the needs of QHN and its providers.

What features or functionality were important to users when you first launched?
Our top priority was to be able to access images associated with reports. Although hospitals offer providers access to their PACS system, some would give access only to providers and not the support staff. We needed to broaden access to images to include the support staff as well. Avoiding the duplication of the images was also a need — by using the QHN Portal you can view all images at once. eHealth Connect® Image Exchange streamlined the process for us.

How did those needs change over time?
Our needs changed when our clients discovered they could move the images from one PACS system to another. Hospitals saw this as a huge benefit—they could move one image to another PACS system without sending requests by fax. The image portal simplified access to everything they needed. This has brought tremendous value to the hospitals and radiology centers we work with.

At what point did you consider adding enhanced functionality and what drove this decision?
QHN facilitates the delivery of a tremendous amount of information into electronic health records. By implementing this enhanced functionality, we can now send our providers a link in the report, giving them comprehensive access to studies. Our providers requested this streamlined process, and this was an enhancement we could offer to them while working in the same portal.

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What benefits have users experienced now that they share images across the HIE community utilizing Transfer-to-PACS?

Across the board, using eHealth Connect Image Exchange reduces staff's time spent faxing record requests and making numerous phone calls. By saving staff time, clients also save money. One of our largest hospital providers has reported saving $48,000 in 2019 by utilizing our services to exchange images.

We also know that this feature has strengthened patient care. QHN delivers the medical image report via an interface where the link and a pin is embedded in the report. Providers can access the image via the portal, from anywhere at any time—no more barriers to access important patient information needed to expedite care.

What advice would you give to an HIE organization considering adding this type of functionality?

We were able to make the biggest impact and address the most concerns through our adoption of Transfer-to-PACS. This service addressed concerns voiced by our customers that were universal to any large imaging network. The rollout of Transfer-to-PACS allowed us to completely address those concerns and to vastly increase both the adoption and usage of our network.

If you're thinking about adding this enhancement to your operations, do it! We saw cost savings and a return on investment within the first six months for one of our biggest hospital providers. Our providers have told us that enhanced image exchange capabilities provide great value to them and their staff—not only does it save time and money, but they are able to focus on the things that matter most.

About Quality Health Network (QHN)

Quality Health Network is an award-winning not-for-profit community partnership established in 2004 to facilitate the availability of information to optimize the health of our communities. QHN's unique Health Information Exchange (HIE) technologies help our network participants securely exchange information to enhance care coordination and identify those at risk, so that efforts can be focused where they're needed most. In addition, QHN powers Community Resource Network, a person-centric Community Information Exchange that is integrated with the secure HIE infrastructure, and gives Medical, Social Service, and Behavioral Health providers an enriched and shareable data set focused on the 'whole person' view to better communicate, prioritize actions, collaborate, and improve client outcomes.

www.qualityhealthnetwork.org