

Q&A

Customer Q&A

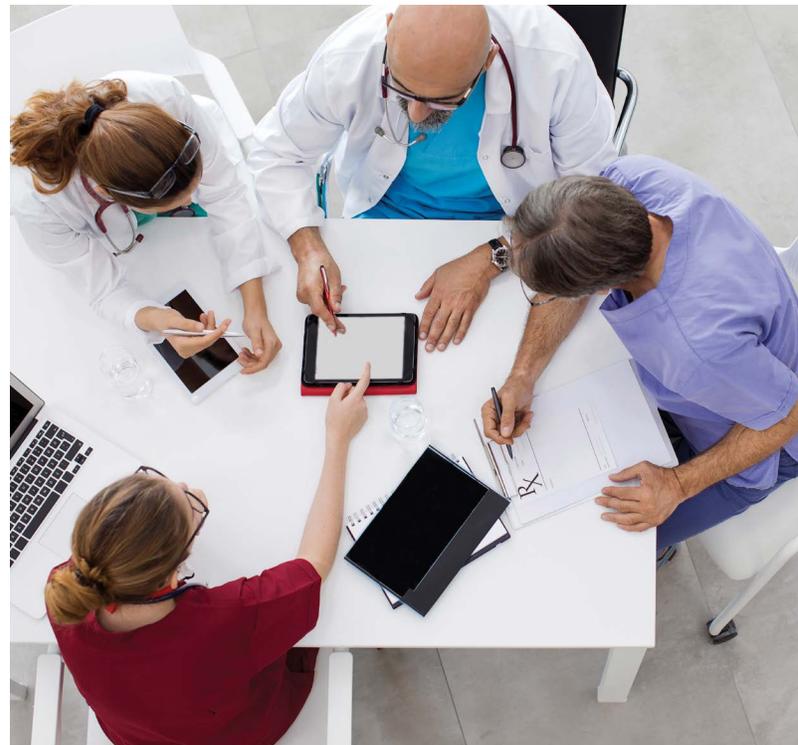


Dan Stanton
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The Medical University of South Carolina (MUSC) has been an eHealth Technologies customer since 2008, with their transplant group currently utilizing record retrieval and organization services. As the number one destination for transplants in South Carolina, MUSC has experienced major growth over the years, requiring an evaluation of current processes in the name of efficiency and patient care. eHealth Technologies has been able to serve as an extension of the MUSC transplant team, offering streamlined processes and the ability to successfully accommodate a growing patient base.

What features or functionality were important to users when you first launched?

The biggest challenge we needed to tackle was operational efficiency. Record retrieval can be difficult when you have an expanding patient base—we currently serve patients across the southern U.S. and beyond. This means gathering medical records from multiple providers across various medical institutions. Navigating these complex systems and electronic requests can be cumbersome for both patients and staff. We needed to find a way to conduct record retrieval successfully while simultaneously reducing staff time so that we could continue to deliver superior care to our patients.



How did your record retrieval needs change over time?

Along the way, it was important to our team to not only expedite the record retrieval process, but to ensure proper maintenance of and access to records for our patients and staff. It was crucial to our team to have a tracking mechanism attached to a patient's records in the event that a patient or staff member moved to different facilities—it was and still is so important to keep all the information in place, so we don't sacrifice momentum or consistency.

What benefits have staff and patients experienced having access to organized records using eHealth Connect Intelligent Clinical Record® services?

Our staff knows that the system works and that they can quickly retrieve the information needed for each patient, regardless of how complex their medical history may be. By using this technology, the time it takes to review patient records has been reduced from days to hours, allowing our staff to spend more time with their patients and focus on training and professional development.

From a transplant patient's perspective, their time to complete the clinical evaluation has drastically decreased. A year ago, it took our team nine months to process a new patient due to system inefficiencies. By streamlining our processes, educating our team, and utilizing eHealth Technologies' services, we've reduced that time to an average of two months.

What advice would you give to a transplant department that is considering working with eHealth Technologies?

If you're a team that is experiencing similar growth, your success should be rewarded without sacrificing superior patient care. eHealth Technologies has become an integral part of our organization, providing education to our staff and the resources our team needs to expedite the review of patient records. We could have hired an additional 10 staff members to keep up with the pace, but it's clear we'd be missing the value of how records are organized and delivered in a searchable format by the eHealth Technologies team. From a management perspective, hiring eHealth Technologies helps our staff while improving our bottom line—which, we can all agree is a winning combination.

About Medical University of South Carolina (MUSC)

Founded in 1824 in Charleston, MUSC is the oldest medical school in the South, as well as the state's only integrated, academic health sciences center with a unique charge to serve the state through education, research, and patient care. As the clinical health system of the Medical University of South Carolina, MUSC Health is dedicated to delivering the highest quality patient care available, while training generations of competent, compassionate health care providers to serve the people of South Carolina and beyond. Comprising some 1,600 beds, more than 100 outreach sites, the MUSC College of Medicine, the physicians' practice plan, and nearly 275 telehealth locations, MUSC Health owns and operates eight hospitals situated in Charleston, Chester, Florence, Lancaster, and Marion counties. In 2019, for the fifth consecutive year, *U.S. News & World Report* named MUSC Health the No. 1 hospital in South Carolina. Learn more about clinical patient services: www.muschealth.org.