

PHILIPS

Forcare



Collaborate for **improved care**

Clinical advances continue to reveal how complex diseases can be. Specialization is essential to treating these cases. The value of specialization can go unrealized when expert knowledge is incomplete, late, illegible or a duplicate of work already done. Specialists and physicians must be able to collaborate quickly, often and consistently to support patient outcomes. Proper coordination of this work can also have a significant impact on how and where a hospital spends its money.

Tired of chasing referral paper trails? It's time to bring this information into your existing IT infrastructure – once and for all. Discover Referral Management from Philips Forcare.

There's a better way to refer

Referral Management from Philips Forcare helps you take the frustration and waste out of your referral process. By providing real-time access to relevant clinical information, this solution helps you collaborate and exchange referral information with referring healthcare professionals. And you will probably see the difference in your organization right away. Referral Management handles information from a range of clinical specialties without replacing or disrupting your existing IT solutions.

Intelligent

- Customize referral forms around your needs and avoid sending too much or too little information.
- Keep all participants up to date on referral progress with automatic email notifications.

Intuitive

- Select all relevant information the first time around with the user interface for referral initiation.
- Review critical patient information from the referring physician just by opening an attachment.

Interoperable

- Rely on proven technology delivered by the IHE platform and multiple standards (XDS, XDW, HL7, FHIR, DICOM).
- Deploy Referral Management either as a stand-alone Web portal or embed it into your EMR.

When you choose Referral Management from Philips Forcare, everyone in your network can benefit.



Referring professionals

- Stay informed of all specialties and specialists that provide desired services.
- Enable fast and efficient workflows with referral auto-population and guidance for mandatory fields.
- Prevent referrals from being lost and misdirected.
- Get status updates and improve referral responses with results that answer the referral's initial intent.

Receiving providers

- Publicize service specialties, locations and availability.
- Helps to spend less time on incomplete, inappropriate, illegible and duplicate referrals.
- Get an overview of the patient with access to patient's electronic file.
- Helps prevent costly duplications thanks to information on tests already conducted by another provider.

Healthcare managers

- Prevent referral leakage.
- Get performance reports on referral volumes, specialty and nature of referral.
- Helps to increase efficiency and capacity.
- Helps you forecast supply and demand and justify requests for more resources.
- Helps to improve clinical outcomes through improving processes and using structured data and templates.

IT staff

- Can be connected to HIS, PACS, VNA and other information systems.
- Helps to reduce the number of systems to connect.
- Supports the forecast of IT demands and requests for additional resources.
- Support security initiatives and protocols.

Patients

- Can receive information about pre-requisites upfront;
- Can get a faster response on status inquiries, which can increase the perceived customer service;
- Have less chance of receiving conflicting information from clinicians.



Supporting the way you work, **from cardiology to surgery**

Referral Management from Philips Forcare can be perfectly matched to your workflow. In our experience, 80% of all referral workflows are identical, so it starts with a foundation layer to support these. The overall solution environment is

also flexible, which enables you to choose the configuration that you need. So the configuration you choose will always deliver exactly what you need. And since Referral Management is based on open standards, you can connect to any IT system at any time and with no vendor lock-in.

Philips Forcare can manage your referral process for virtually any clinical specialty:



Our consultants work with you to first understand your referral challenges and which processes must be supported.

In this phase, we explore:

- which types of referrals need attention.
- what are the steps in the process in the case of a specific referral?

- which information is required for specific types of referrals?
- where are the communication gaps and impediments?
- what information needs to be sent back to the referring physician?
- where in the process would referring physicians like to be updated on the status?

Seeing the bigger picture

Philips Forcare offers a complete suite of software products to help healthcare networks and professionals improve patient care. We're dedicated to interoperability as the way to empower your data flow and workflow.

We support all IHE profiles which can be used by healthcare professionals to easily share patient information, enjoy collaborative workflows and connect healthcare networks.

Ready to put the pain of paper referral management behind you?

Contact us and we'll be happy to discuss how our Referral Management solution gives you real-time access to relevant clinical information to help you take full advantage of collaboration and specialization.

