

The Philips logo, consisting of the word "PHILIPS" in a bold, blue, sans-serif font, is positioned in the top left corner of the page. It is set against a white background that is part of a larger graphic element with a teal gradient at the bottom.

Interoperability Solutions



Enabling care collaboration through Referral Management

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 diagnosis and treatment. 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 architecture – once and for all. Discover Referral Management from Philips Interoperability Solutions.

There's a better way to refer

Referral Management from Philips Interoperability Solutions 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 information with referring healthcare professionals. And you will 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.

What makes our solutions unique?



Customizable by design

- Access a wide range of workflow support solutions to meet your specific workflow needs and domain challenges
- Choose on-premise or SaaS* (software as a service) models to suit your requirements



Scalability by design

- Build a foundation that's future-ready to evolve with your organization
- Share information within and beyond your organization and adapt to changing needs
- Integrate systems and support your network as it develops



Secure by design

- Improve data security with configurable role-based access control
- Consider and document patient consent when deciding who can access medical records
- Allow secure access to clinical documents
- Support secure processes with a separate audit log for transactions involving medical data

* Ask your Philips representative for market availability

When you choose Referral Management from Philips Interoperability Solutions, there is a benefit for everybody in your network.

Referring professionals

- Stay informed of all specialties and specialists that provide the services you need for your patient
- Implement fast and efficient workflows with referral auto-population and guidance for mandatory fields
- Be assured that referrals are not lost or misdirected

Receiving providers

- Communicate service specialties and locations
- Enhance efficiency by spending less time on incomplete, inappropriate, illegible or duplicate referrals
- Gain an overview of the patient through access to the patient's electronic record

- Avoid repeating costly medical procedures by gaining an overview of the medical procedures and tests results performed by other healthcare providers

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 operational outcomes through improving processes and using structured information 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 for a medical procedure, before the medical procedure takes place
- Can receive a faster response when requesting status updates from the referrer, which can increase the perceived quality of customer service
- Have less chance of receiving conflicting information from clinicians



Paving the way for care collaboration, from cardiology to surgery

Referral Management from Philips Interoperability Solutions can be perfectly tailored to fit your specific workflow. In our experience, 80% of all the steps in referral workflows are identical, so Referral Management starts with a foundation layer to support these. The overall solution environment is flexible, which enables you to

choose the exact configuration you need. And since Referral Management implements open standards as part of our multi-vendor positive approach, you are able to connect to any IT system at any time – both now and in the future.

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



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

In this phase, we define together:

- which types of referrals need attention
- the detailed process in case of a specific referral
- the information required for specific types of referrals
- any communication gaps and impediments
- the information which needs to be sent back to the referring physician
- the point in the process where referring physicians like to be updated on the status

Seeing the bigger picture

Philips Interoperability Solutions offers a complete suite of software modules to help healthcare networks and professionals improve patient care. We are dedicated to interoperability as the way to empower your information flow and workflow. We actively support all relevant IHE profiles which can be used by healthcare professionals to easily share patient information, connect healthcare networks and facilitate effective collaboration between caregivers.

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 – providing you with the platform to enable seamless collaboration across the care continuum.

