

## New Milford Hospital Delivers Clinical Results Electronically to Multiple Physician Practice EMRs using iatricSystems™ Physician Office Integration



**OBJECTIVE:** New Milford Hospital places great importance on physician satisfaction and building strong relationships with its physician community. Physicians wanted to receive clinical results electronically to their practice EMR systems, and New Milford was determined to provide them.

**SITUATION:** Delivering results electronically to physician offices was a strategic goal. However, each office has its own very specific requirements, preferences, and expectations. Attempting to build interfaces and deliver results to meet the needs of each practice would have overwhelmed New Milford's IT staff, which also has many other priorities.

**SOLUTION:** iatricSystems™' Physician Office Integration (POI) delivers clinical results from New Milford's internal MEDITECH environment to the various EMR systems used by local physician practices, tailored to the requirements of each practice and individual physicians.

**RESULTS:** With clinical results delivered electronically according to their specifications, physicians are saving time, eliminating duplicate data entry and adding value to their practice EMRs. New Milford's physician community has embraced the POI solution with a number of new implementations underway or planned.

New Milford is building stronger ties with area physicians by meeting one of their top priorities: delivering results within practice EMRs.

"Interfaces were the bane of my existence," says Steve Veillette, MIS Director, New Milford Hospital. "Getting incompatible systems to shake hands and communicate was very difficult — until iatricSystems made it much simpler for us."

iatricSystems' Physician Office Integration (POI) is helping New Milford Hospital meet its interface challenges and help physicians deliver the best possible care. The 85-bed community hospital in New Milford, CT is using the iatricSystems POI solution to deliver clinical results from the MEDITECH HIS to the different EMR systems used by physician offices. Doctors see results as soon as they are available, customized to their EMR and the needs of their practice. At least six other implementations are underway or planned as the POI initiative takes hold across New Milford's physician community.



## Customized for EMRs and Individual Physicians

New Milford places great importance on physician satisfaction and building strong relationships with its physicians. The hospital surveyed area doctors to understand how it could help them make care delivery easier and more efficient. Delivering results electronically from the Hospital Information System (HIS) to practice EMRs was high on everybody's list. But Steve soon realized that sending results to various systems used by different practices, each with very specific requirements and expectations, meant he had his work cut out for him.

New Milford initially considered standardizing on one practice system that would only require building a single interface. "That went out the window almost immediately," says Steve. Offices that were already automated weren't about to give up what they had in place, and offices that weren't yet automated still had very specific expectations about what they wanted. "We knew that a single standard wasn't going to fly. But we also knew that if we tried to build 'one-off' solutions for each practice we'd be burying ourselves in the different demands."

## Interface Complexity: The Part Users Don't See

iatricSystems used its knowledge of HIS and EMR systems to help New Milford meet its complex interface requirements. The POI solution receives a single data feed from New Milford's MEDITECH HIS, filters the data, and delivers the results to the correct practice EMR (Greenway, EMD, Practice Partners, and others) in the format required. iatricSystems also provides mapping services that translate MEDITECH terminology to the corresponding nomenclature of each EMR. And finally, the solution includes customized results to meet individual physicians' needs. "The whole developmental aspect is something I don't need to worry about, and that's a relief," Steve adds. "We get the HL7 specs from the physician EMR, turn it over to the iatricSystems developers, and they take it from there."

The interface challenge: communicating with different EMR systems while meeting the needs and preferences of individual physicians.

## Meeting Physician Needs—with Help from iatricSystems

Physician Office Integration is helping New Milford's affiliated physicians save time, eliminate duplicate data entry, and maximize their investment in their EMR systems. By increasing physician satisfaction, the solution is also helping New Milford build loyalty and attract other physician practices. "This has strengthened ties with our providers," Steve reports. "Doctors feel that the hospital is listening to them. When we tell them that we have an iatricSystems interface engine and can port result to their EMR, it takes the relationship to another level."

"When the steering committee tasked us with recommending a development and integration partner, we knew we wanted to use iatricSystems," Steve concludes. "They're the premier player in these areas. If you throw a technical challenge at them, they pull out all the stops to make it happen."

To learn more about our solutions, please contact us using the information below.