Our Solutions

We offer our Members a computing architecture that powers the electronic flow and use of health information across organizations and communities. The technology scales to meet the objectives of provider organizations, ranging from single doctor practices, to long-term care facilities, to health information exchanges. Members are able to securely exchange patient information with almost any other health information system — no matter what electronic health records (EHRs) are in use.

Members choose from a menu of connectivity services based on what makes the most sense for their organizational needs. Our services include *Hub Services*, *Direct Messaging* (which follows Direct Project standards), and *Health Information Exchange*.

✉ Send

Hub Services enable the flow of clinical data from hospitals to physician practice settings, labs, pharmacies, and immunization registries, regardless of the EHR system or systems in use.

This Internet-based service eliminates the need for hospitals to fax or mail information to the physician's office or referring clinic. Instead, test results, immunizations, medications, lab orders, encrypted messages, discharge instructions, and clinician notes are automatically pushed to the ambulatory EHR at the primary care physician's or specialist's office. The service eliminates the need for primary care providers to develop interfaces between multiple hospital EHR systems, the scanning and faxing of patient records into an EHR system, and the time wasted in trying to track down or re-send lost or misplaced files.

🧍🧍 Collaborate

Direct Messaging provides an encrypted communication channel for health care providers and patients. This alternative to coordinating care through faxes, papers, and phone calls reduces operational costs, offers read-receipt notifications, and supports many types of attachments. Providers use *Direct Messaging* for referrals and discharge summaries, to send appointment and health maintenance reminders, new patient registration forms, and other ad-hoc health-related communication. *Direct Messaging* follows the standards and protocols set forth by the *Office of the National Coordinator's* (ONC) Direct Project, ensuring interoperable communication across technical platforms.

💡 Discover

To provide the safest, most effective care, health care providers need to see a patient's entire medical history. The challenge, of course, is that patients have records scattered across various organizations, so there's no comprehensive summary available. To solve this problem, the Tiger Institute formed a Health Information Organization (Tiger Institute Health Alliance) to electronically compile patient data into a single, longitudinal record.

The *Health Information Exchange (HIE)* is our technical solution for creating the longitudinal record. It uses open source code that leverages *Integrating the Healthcare Enterprise* (IHE) standards to connect a wide variety of EHR systems. Through this technology, our Members gain access to aggregated views of care summaries and other health information from across Missouri. When accessed, clinical data flows from hospitals, physician practices, labs, post-acute care providers, and other health care providers and aggregates into one summary record. The data then presents back to the requesting user. Information displays in the user's EHR, ensuring no disruption to workflow. And if an EHR isn't in use, the HIE is accessed via web portal.