



# CipherHealth Epic® Integration



**Simplify workflows, improve patient communications, and provide all care team members with visibility to patient data in one unified view.**

## Get More out of Epic with CipherHealth

Health systems make significant investments in their EHR systems, as the foundational technology for managing patient care. Clinicians prefer the efficiency of working within a unified dashboard, like Epic, to efficiently review patient data, and IT teams want to maximize the use of this core technology in their tech stack. Any solutions that add complementary services must be interoperable to facilitate seamless communications by funneling data into the system of record.

CipherHealth's platform integrates directly with Epic, creating comprehensive patient views by combining conversational, contextual data with clinical data in one place. We streamline clinical workflows by mapping outreach call responses, issue documentation, and appointment rescheduling into the EHR creating a seamless experience for staff. Our commitment to interoperability with Epic improves productivity for clinicians and provides near real-time access to the data they need to have personalized, informed interactions with patients at all phases of the care journey.

### Integrate CipherHealth's platform into Epic workflows to:

#### **Expedite patient outreach and improve outcomes**

Enable care team members, regardless of care setting, to quickly review and prioritize their follow-up to address issues before they escalate, avoiding hospital readmissions.

#### **Increase staff satisfaction and simplify workflows**

Resolve a major clinical pain point by automatically funneling data to Epic so clinicians can minimize switching between multiple systems.

#### **Add value to your EHR investment**

Our flexible, scalable solution fills communication gaps with comprehensive patient engagement programs that complement Epic communications.

# Key Benefits

## Enhance clinical workflows:

- Funnel post-discharge outreach responses and issue panel data directly into Epic, surfacing it to care teams in near real-time from a unified view
- Reduce readmissions by facilitating faster interventions for patients that require urgent follow up

## Improve staff satisfaction and retention:

- Automatically send patient outreach responses to the patient's record in Epic
- Avoid duplicate data entry or errors by minimizing the need to switch between different systems

## Scalable technology for multiple use cases:

- Flexible, multi-purpose solutions grow with you as your patient communications needs evolve
- Reach patients across the spectrum of care, during pre-care, point-of-care, and post-care stages, both inside and outside the hospital walls

## Report and analyze:

- Identify areas for troubleshooting with visibility into engagement activity
- Evaluate trends to optimize outreach programs across patient populations for better clinical results

# Epic Integration Features

The screenshot shows two panels. The left panel, 'Recent Visits', lists various medical events with dates and details. The right panel, 'Central Hospital', shows 'Default Flowsheet Data (all recorded)' for a patient, including general details like name, channel, and encounter ID, and outreach details like status and restriction.

**Epic Flowsheet Integration:** Respond with urgency to patients in need of attention now using near real-time access to patient data directly from Epic.

The screenshot shows the 'Notes - Viewing all notes' interface in Epic. It features a navigation bar with icons for different note types and a table listing notes with columns for Author, Service, Author Type, New, Consign, Status, Filed Time, and Filed Time.

**Issue Panel Write-Back:** Automatically send patient issue documentation from CipherHealth directly into the EMR, creating a documentation note in Epic.

The screenshot shows a text message on a smartphone. The message is an appointment reminder for Jane Doe at Medical Center, scheduled for tomorrow at 8:00am. It asks the patient to reply with 1 to Confirm, 2 to Cancel, or 3 to Reschedule. A follow-up message indicates a moment to retrieve additional times, and a final message lists three available times for the appointment.

**Enhanced Appointment Reminders:** Facilitate self-service appointment rescheduling via text message, keeping provider schedules full and reducing staffing needs for call centers.



**EHR Activation Gateway:** Deliver messages that originate in Epic with 98% success, reducing communication gaps with patients.

**Get started today:** Call CipherHealth to speak with us about integrating patient engagement solutions into your existing Epic workflows.