



# CipherHealth Epic® Integration



## Epic-linked text messages enhance patient experience and improve outcomes at Community Health Network

- Increased message deliverability to **98%**
- Reduced undelivered messages from **25,000 per month down to 2**

## Get More out of Epic with CipherHealth

Health systems make significant investments in their EHR systems, as they serve as 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 patient engagement platform integrates directly with Epic, creating comprehensive patient views by combining conversational, contextual data with clinical data in a single pane of glass. Our solution closes communication gaps and streamlines clinical workflows through reliable delivery of messages that originate from Epic and maps data received from patients back into the patient's record. Our commitment to expanding interoperability with Epic saves staff time, improves patient experience, and provides near real-time access to information to expedite patient follow up and access detailed reporting to track business metrics.

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

#### Expedite patient outreach and improve outcomes

Near real-time integration with Epic allows care team members, regardless of care setting, to quickly review and prioritize their follow-up actions to address issues before they escalate, avoiding hospital readmissions and keeping patients where they want to be — at home.

#### 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, multi-purpose solution scales to meet the needs of any size organization and fills communication gaps with comprehensive patient engagement programs that are complementary to Epic communications.

# Key Benefits

## Enhance clinical workflows:

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

## Improve staff satisfaction and retention:

- Decrease staff frustration by automatically sending 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 Solutions

**Recent Visits**

06/02/2022	Central Hospital	Moore, Steven, MD	Internal Medicine
04/29/2022	Admission Event		Perioperative
04/28/2022	Admission (Connect)	Lee, Gary R, MD	Perioperative
04/28/2022	Surgery	Lee, Gary R, MD	GI
04/26/2022	Procedure Pass		Perioperative
04/05/2022	Anesthesia Event		Perioperative
04/05/2022	Procedure	Moore, Steven, MD	GIS
04/05/2022	Admission (Discharge)	Moore, Steven, MD	Perioperative
04/05/2022	Procedure Pass		Perioperative

**Central Hospital**

**Default Flowsheet Data (all recorded)**

Row Name: 06/02/22 12:56:53

**GENERAL DETAILS**

Outreach Action: C8 Outreach 1

Name: Channat SMS

Inbound: false

Encounter ID: 300053781

Facility: HUP

Patient Class: 0

Discharge Date: 04/21/22

Interaction Date: 06/02/22

Interaction Time: 1256

Completed Date: 06/02/22

Completed Time: 1256

C8 Call Attempt: 1

**OB OUTREACH**

OB Outreach: landline restriction

Status:

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

1 Patient receives automated appointment reminder

2 Patient selects (1) Confirm, (2) Cancel, or (3) Reschedule

3 If patient selects "3" to reschedule, CIPHERHEALTH connects to scheduler in Epic to identify alternate appointment times

4 CIPHERHEALTH presents those options to patient via text message

5 Patient confirms new appointment time

6 Patient receives automated appointment reminder for new time and/or date

**Text Message:** Thu, Nov 4, 9:00 AM

This is an appointment reminder for Jane Doe at Medical Center, tomorrow at 8:00am. Please reply 1 to Confirm, 2 to Cancel, or 3 to Reschedule.

One moment while we retrieve additional times...

There are 3 times available:  
1) Wed 1/2 at 9:00am  
2) Thu 1/3 at 9:30am  
3) Thu 1/3 at 2:00pm  
Please select an option.

Thanks, you are all set for Thu 1/3 at 2:00pm.

**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.