



Speed the Sharing of Patient Information to Speed the Delivery of a Diagnosis

Improving information sharing between internal and external healthcare professionals while keeping patient data private

Setting

The nationwide effort to digitize patient medical records is making it easier for healthcare professionals to collaborate on diagnosing a patient's condition, beginning a course of treatment and improving the quality of care. When the patient is a child, anxious parents want that process to begin as soon as possible.

Consider this scenario: A child arrives at a rural urgent care facility, and the initial diagnosis is a potential heart condition. The physician orders a pediatric electrocardiogram (ECG) to measure the electrical activity and rhythms of the child's heart. Because this is a small, remote facility staffed primarily by general practitioners, there isn't a pediatric cardiologist on site to read the results. The closest specialist is a day's drive away. The last thing the attending doctor wants to tell the parents is that they will have to wait a couple of days for the results.

That is why one of the nation's top children's hospitals, which serves the entire Pacific Northwest region, decided to investigate how it could expedite the delivery of pediatric ECG test data it receives from more than 60 medical sites scattered across Washington, Idaho, Alaska and Montana.

Challenge

Once the ECG test is completed, the facility needs to deliver the results to a specialist. Traditionally, that required sending the results via courier, or even resorting to the tedious process of burning the data to a CD that the parents would have to bring with them to a follow-up appointment with the specialist at the urban hospital.

This is a laborious, inefficient and time consuming process under normal conditions. If however the patient's condition is potentially life threatening, a timely reading and diagnosis is absolutely critical. Therefore the faster the urban hospital can receive the test results, the faster the specialist can make a diagnosis. And that leads directly to accelerated and improved patient care. It could also lead potentially to saving a child's life.

Key Benefits

- **Removes manual steps that are time consuming**
- **Reduces the risk of human error**
- **Speeds diagnosis and delivery of care**

Solution

The hospital deployed Accellion's secure file sharing platform, kiteworks, to enable medical staff at remote locations to automatically and securely share ECG reports with geographically dispersed physicians and specialists.

Now, medical staff in remote facilities log into a secure web page and attach the file containing the ECG results along with any relevant patient data or other information for the referring physician. That file is electronically submitted by Accellion's Automation Application into the hospital network's ECG management system and available for a pediatric cardiologist's analysis and diagnosis.

Once the specialist completes his or her analysis of the ECG test, a PDF is uploaded to the Accellion platform and the original sender is notified in real-time via Accellion's Automation Application that the test results, including any diagnosis or recommendation, are available for review. This automated workflow has key benefits: it removes manual steps that are time consuming, reduces the risk of human error, and speeds diagnosis and delivery of care.

This ease of secure and timely file sharing extends beyond the hospital's physicians and their patients. The hospital uses Accellion's Microsoft Outlook plug-in to enable internal departments to easily send secure attachments without leaving their email windows. So now when hospital employees in Finance or other departments compose a new email and want to attach a file, the Accellion kiteworks button in the corner of their screen serves as a constant reminder that secure file sharing is just a click away. The plug-in enables both the attachment and the email to be securely uploaded to the kiteworks server, then delivered without delay. The authenticity of the email and its contents is assured because the message is encrypted and the file isn't attached but rather a link to the file is included. The email recipient clicks on the link and, upon logging into kiteworks, is able to access the file directly.

Accellion kiteworks provides healthcare organizations and their valued partners throughout the region the ability to easily share files internally and externally, while keeping protected health information and other sensitive data safe.

For more information, please visit:
<https://www.accellion.com/healthcare>