Information technology has become one of the most valuable tools available to healthcare providers. Most medical practices, however, maintain patient files with proprietary systems and processes that make it impractical if not impossible to share information with other professionals.

AT&T developed the Healthcare Community Online (HCO) to improve the quality of care and hold down medical costs by providing authorized doctors, hospitals, pharmacies, labs and patients with access to test results, prescription records, best practices and medical histories. This secure solution efficiently interconnects primary care physicians, specialty care providers, hospitals, patients and others involved in an individual’s healthcare to make health information readily accessible with an on-demand cloud-based collaboration portal.

HCO is a true game-changer for healthcare providers, integrating information from disparate electronic medical record systems to help ensure doctors have all the data they need to make good decisions.

Benefits for Patients and Providers
To make our health care system more efficient and improve the quality and safety of the care we all receive, the federal government has established millions in stimulus dollars under the American Reinvestment and Recovery Act (ARRA) to advance the secure electronic use and exchange of health information and the meaningful use of electronic health records. Physicians can earn from $44,000 to $64,000 over five years from Medicare and Medicaid if they adopt approved electronic health records systems by 2011, and hospitals can earn millions.

“\The exciting thing about the eHealth initiative is that it allows us to have a centralized database for patient information. It allows you to take better care of that patient.\”
— J. Bradley Stern, MD, Adams-Patterson OB-GYN, Memphis, Tenn

AT&T Healthcare Community Online helps healthcare providers position themselves to qualify for stimulus funding by achieving the “meaningful use of technologies” outcomes required by ARRA through a modular and incremental approach to adopting health information technology. The solution brings together best-of-breed applications — including ePrescribing, picture archival communication systems (PACS) images, lab results, radiology reports, and others — in a multi-vendor approach.

The HCO platform offers the convenience of a single sign-on that provides access to all HCO resources. A master patient index identifies the location of all patient records. The solution integrates data that flows in and out of disparate information systems and aggregates it into a 360° view of a patient’s clinical, administrative and financial information on the physician dashboard in a single-patient view.

HCO’s patient context management gives physicians a fuller understanding of each patient. After a physician looks up a patient’s record in one system, that patient’s records will automatically display when the physician switches to another system, for instance, to view medical images or radiology reports — making it easier and faster to get the necessary information at the point of care.

Safe, Secure Managed Solution
Healthcare Community Online protects sensitive medical information with multiple layers of security, starting with the inherent security of the AT&T MPLS-enabled virtual private network, a very powerful and advanced architecture that provides safe, managed transport. AT&T engineered dual-factor authentication management services and other security features that help healthcare providers to meet HIPAA requirements.
“Every aspect of our organization is dependent on some form of technology. We’ve wanted for a long time to be able to be connected with the doctors’ offices – to have the data flow in both directions.”

The resources AT&T has brought to the table have been phenomenal. They are giving us a snapshot of the future.”

— Jeff Frieling, CIO, West Tennessee Healthcare

For patients, AT&T integrated Microsoft® HealthVault™, a software- and service-based platform for storing and accessing personal health information. HealthVault enables patients to share information with authorized physicians and health care providers connected to HCO.

Building on Legacy Systems
AT&T pre-integrates applications into the HCO portal to give users single sign-on access to applications and healthcare organizations in a familiar, secure and unified experience. The community-wide health information exchange also lets healthcare providers save time and money by building on their legacy systems rather than ripping out and replacing their current infrastructure.

HCO’s on-demand collaboration platform and cloud computing approach helps virtual healthcare communities securely access, use and share time-sensitive information. HCO solves healthcare business problems by streamlining and automating processes globally – connecting state and national communities, organizations and systems across the continuum of care.

Connected Community Improves Patient Outcomes
AT&T Healthcare Community Online supports caregivers by integrating medical information and making it available when and where it is needed to provide care for patients. HCO supports telemedicine service, enabling patients in rural or underserved areas to consult with medical specialists and even be examined by these specialists in the office of their primary physician or community clinic.

Telemedicine uses technology to support long-distance patient consultations, medical tracking and delivery of clinical diagnoses and other medical services. For example, physicians can receive digital information from patient mobile medical devices such as Bluetooth-enabled glucometers used by diabetic patients to monitor their blood sugar. Having access to trending information like this allows patients and physicians to better manage the disease and, if necessary, modify treatment plans to help improve outcomes. Because HCO supports real-time patient monitoring, a caregiver can be notified automatically – and immediately – if the patient exceeds physician-defined thresholds.

AT&T: The Trusted Source for Healthcare Solutions
AT&T is a leader in transforming healthcare, teaming with leading solutions providers to build a managed platform that enables the secure exchange of patient health data across multiple systems. AT&T’s vision is to deliver a cloud-based, nationwide health information exchange network and collaboration portal by executing a strategy that utilizes

For more information contact your AT&T Representative or visit us at www.att.com/healthcare.

HCO is helping to revolutionize the way providers access and deliver health information by:

- Giving medical professionals access to meaningful applications that provide information they need to guide their medical decisions – when and where they need the information
- Helping to improve healthcare quality, reducing medical errors and advancing the delivery of appropriate, evidence-based medicine
- Reducing healthcare costs resulting from inefficiency, duplication, inappropriate care and incomplete information
- Improving the coordination of care and information-sharing among hospitals, laboratories, physician offices and other ambulatory care providers through an effective infrastructure for the secure and authorized exchange of healthcare information
- Maintaining patients’ individually identifiable health information in a secure environment, promoting compliance with HIPAA and other privacy requirements

Aggregates Data into Single Patient View

Healthcare Community Online™ as the core enabler to create solutions that connect all members of the healthcare community. These solutions integrate mobile health, medical records, picture archival communication systems/medical imaging management and video-based care applications – improving access to services, reducing costs and ultimately improving outcomes and quality of life for patients and healthcare providers.

Notes
1. “Meaningful use” outcomes include improving service quality, safety and efficiency and reducing health disparities; engaging patients and families; improving care coordination; improving public health; and ensuring adequate privacy and security protections for personal health information.