OVERVIEW: REDIRECTING ER NON-URGENT CASES TO COMMUNITY HEALTH CENTERS

OVERCROWDING AT EMERGENCY HOSPITALS

As a result of the enactment of the Emergency Medical Treatment and Active Labor Act (EMTALA), a Federal law guaranteeing everyone access to emergency room (ER) services regardless of ability to pay, patient visits at ERs have risen every year. From 1997 to 2002, 97 million ER visits surged to nearly 114 million visits annually, while the number of hospital ERs decreased from 4,270 to 4,037 due to cost and regulatory constraints.

Nearly half of hospitals have reported that they were at or over capacity. In the meantime ER waiting times have increased by 33 percent. Over the past 12 months, 40% of hospitals had to divert emergency patients to other presumably less crowded facilities.

Ironically, 10-50% of all ER visits are for non-urgent and avoidable conditions.

Community Health Centers (CHCs) are non-profit, community supported healthcare providers which offer primary and preventive healthcare services to low-income, underinsured and uninsured families. They offer a sliding fee schedule based on family income.

CHCs provide comprehensive health care for about $1.30 a day per patient served.

According to the National Association of Community Health Centers, redirecting ER care to more appropriate providers such as CHCs can save an estimated $148.67 per patient visit.

If those patients seeking

non-urgent and avoidable care at ERs went to a community health clinic instead, between $419,800 and $2,099,150 in annual health care costs can be saved -- per ER.

Because many ERs are operating at and over capacity, reducing non-urgent cases will decrease their incremental costs and free up valuable resources for attending to more urgent cases for which ERs receive higher revenues.

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COMMUNITY HEALTH CONNECT SOLUTION

Named as the Community Health Connect System (CHConnect), our solution enables ERs to refer patients to community health clinics (CHCs) for follow-up care. As a result, patients receive better healthcare, ERs attain cost savings and efficiency, and CHCs gain more patients.

CHConnect is a unique web-based solution that provides a centralized clearinghouse for any consortium of ERs and participating primary care and specialty clinics. An appointment can be made at any time day or night seven days per week avoiding the

inevitable fall-off in attempting to reach patients the next day. Its ability for ERs to schedule such follow-up appointments within days decreases the no-show rate since the appointments are at a time of immediate need.

Community
Health Connect
A BROOKLINE TECHNOLOGIES SOLUTION

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Brookline Technologies was founded in 1997. Since inception, it has been developing and maintaining innovative enterprise software solutions for a variety of industries including healthcare.

Working with healthcare organizations, the company has found that the most commonly cited barriers to further adoption of information technologies (IT) are initial investment costs, followed by lack of interoperability with current systems, acceptance of technology by clinical staff, and availability of well-trained IT staff.

Leveraging its years of successful software innovation, the company has defined a vision for its healthcare software solutions.

Its solutions are designed to overcome the cited barriers while enabling healthcare organizations to achieve their strategic objectives of increased revenues, operational efficiency and improved community relationship.

For more information, visit our web site at www.brooklinetech.com

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Your Direct Line to
Collaborative Care

Continuity of care

PROVEN SOLUTION, CUSTOMIZED SERVICE, MONTHLY SUBSCRIPTION FEES ONLY.

We provide Community Health Connect solution (CHConnect), a HIPAA-compliant patient cross-referral, scheduling and electronic health information system. It helps redirect patients from hospital ERs to community health centers and physician offices for follow-up primary or specialty care.

Studies have shown that patients who have access to regular primary care are less likely to visit ERs for health care.

Such access leads to patients living longer, healthier lives as well as lowering costs.

With CHConnect, on average an ER can reduce subsequent non-urgent patient visits by 30%, thus saving millions of dollars

annually. Additionally, ERs are able to handle increased urgent cases for higher revenues, while referred health centers and physicians can deliver services to more patients from referrals.

Proven Solution. CHConnect is a proven solution as it has been used successfully for several years by a community consortium consisting of multiple health clinics, serving a target population of 100,000 people.

Customized Service. Unlike other costly healthcare information systems, the CHConnect solution is offered affordably as a web service, customized and hosted specifically for each community healthcare consortium.

Pay as You Use the Solution. We are entirely responsible for the hardware, software, maintenance, upgrades and network operations. There is no need for your organization to hire additional technical personnel nor incur any up-front investment for software licensing and computer server hardware. There is a reasonable monthly subscription fee for the service.

Contact us. We will discuss CHConnect with you, understand your community healthcare needs and verify that CHConnect will indeed help your community and that your organization will achieve ROI for using CHConnect. Contact us now.