

# Client Success Story

## Henry Mayo Newhall Hospital – Adopts Summit Healthcare’s All Access Solution to Enhance Secure Document Exchange with Area Providers



Henry Mayo Newhall Hospital

### CLIENT

Henry Mayo Newhall Hospital,  
California

### CHALLENGE

Henry Mayo needed to enhance their proactive communication with clinics and other ambulatory practices.

### SOLUTION

All Access, a secure, web based application that allows Henry Mayo to deliver real-time patient-specific data to its primary care partners.

### RESULT

- Real-time, proactive communication between the hospital and the care community
- Promote care coordination
- Secure, web-based application

### PROFILE

Located in Valencia, California, Henry Mayo Newhall Hospital is a 238-bed, not-for-profit community hospital and trauma center. Their emergency department is open 24-7 to serve the community, and a panel of physicians, both specialists and subspecialists, are available around the clock to provide for their patient’s most critical needs.

Henry Mayo’s outstanding affiliated medical staff is comprised of physicians whose expertise ranges across more than 71 specialties and subspecialties. These physicians, along with hospital clinical and support staff, are adopting new information technologies and continually enhancing care to improve outcomes and service for their patients and their families.

They currently operate MEDITECH as their primary healthcare information system and integrate with numerous third party systems.

### CHALLENGE

To support its growing community and continue to enhance communication and information sharing between their facility and other area providers, Henry Mayo knew they needed to implement a solution that could further improve proactive patient data exchange with physician’s offices, clinics and other ambulatory practices.

Prior to implementing the All Access solution, area physician practices called Henry Mayo’s Medical Records Department every time they needed patient admissions documentation, including history and physical reports (H&P), lab and test results, summaries of care, transcriptions, face sheets, diagnostics, and radiology reports. Henry Mayo then enlisted the help of a third-party system for its affiliated provider practices, but still found difficulty navigating through the system for specific patient information. They were also burdened by the inconsistency of the information being shared.

Henry Mayo needed a solution that would allow them to securely deliver real-time patient-specific data and critical documents to area providers, regarding significant hospital events.

### SOLUTION

Henry Mayo Newhall Hospital needed to improve proactive communication and data exchange with clinics and other ambulatory practices. Summit All



Access is the solution they chose to move forward with implementing. All Access offers a secure means to put actionable information in the hands of patients care team members, promoting care coordination and follow-up. The solution, which is web-based, allows Henry Mayo to deliver real-time patient-specific data to its primary care partners if any of their patients had been seen or treated at their facility.

Summit Healthcare’s own Summit Exchange integration and rules engine, combined with Account and Subscription Verification features found in All Access, ensures that the correct patient information is securely delivered to the correct care team every time.

**RESULTS**

With All Access in place, Henry Mayo has improved their data exchange and extended their community outreach efforts. They are now set up to more efficiently share documents with physician’s offices in order to provide continuing care in real-time. Area provider’s offices are able to obtain patient documentation without Henry Mayo’s records team being burdened with numerous phone calls and faxes daily.

Henry Mayo is now able to securely deliver real-time, patient-specific documents to their primary care partners with ease. These documents include, but are not limited to, history and physical reports (H&P), lab and test results, summaries of care, transcriptions, face sheets, diagnostics, and radiology reports.

All Access has significantly improved Henry Mayo’s former approach, which was much more labor-intensive. This solution offers a proactive way to put actionable information in the hands of the right care team, promoting care coordination and follow-up.

*All Access is a great site! You don’t need to call the lab, radiology, or admitting to get information on a patient. It’s all in All Access – it takes less time so you have more time with patients.*

**- Sheree Stevens, Office Manager for Dr. Lakhbinder Dhandra**

Within one month of implementing All Access, Henry Mayo experienced the following positive impact:

Over 210 users and 78 groups were enrolled and set up with access to the application.

- Replaced previous physician portal within 3 weeks with little to no training, intuitive web-based system
- Over 315 Users within 1 month with little to no training
- Eliminating the need for risky and cumbersome access to main EMR by non-hospital staff
- Eliminated an average of 150 Phone Calls and Faxes DAILY to HIM
- Empowers HIM staff to engage with end user support, removing IT staff

*“Summit All Access (rebranded as HenryDocs internally) has enabled the physician offices we work with to retrieve the patient information they need to provide continuing care in real time. Our partners are able to retrieve patient documents 24/7 in a secure, easy to use application, removing the wait times or delays. Our HIM team benefitted greatly from the reduction of document requests each week and reduced-risk of mis-management of faxed or paper documents.”*

**- Tito Perez, IS Manager, Henry Mayo Newhall Hospital**

Benefits to Henry Mayo:	Benefits to area providers, offices, groups:
<ul style="list-style-type: none"> <li>• Easier technical support model</li> <li>• More appropriate operational support model</li> <li>• Subscription request fulfilled to have more convenient access to necessary information for patient care</li> <li>• Eliminated faxing</li> </ul>	<ul style="list-style-type: none"> <li>• On Demand Notifications</li> <li>• Available 24/7</li> <li>• No more middle man to access pertinent patient information</li> <li>• No need to call HIM (Medical Records) for patient information</li> <li>• Available to all authorized, subscribed stakeholders (providers &amp; office staff responsible for scheduling follow-up)</li> </ul>

**For More Information:**  
Summit Healthcare | [www.summit-healthcare.com](http://www.summit-healthcare.com)