

From Fragmented Investigation to Connected Care: Bethany Children's Transforms Patient Record Retrieval

THE CHALLENGE

In a world of isolated EHRs, Bethany Children's Health Center's Health Information team operated more like investigators than administrator, piecing together patient histories from scattered sources. In outpatient cases, especially those involving foster children or newborns, it was often difficult to determine where a patient had previously been seen or under what name they were recorded. Records like imaging, EEGs, and primary care visits lived across disconnected systems, requiring manual outreach and guesswork. This investigative process slowed care coordination and placed a heavy burden on a small team.

THE SOLUTION

MyHealth Access Network's Provider Portal brought structure and visibility to what was once a highly investigative workflow. By using tools like the All Results, Encounters, and Documents widgets on the platform, the team could quickly trace where a patient had received care and access available records in one place. The Provider Portal also helped uncover hard-to-find cases, such as patients registered under pseudonyms, by surfacing key details that made cross-system searches possible. Integrated into their internal ticketing process, it streamlined how records were gathered before and during appointments.

THE IMPACT

With the Provider Portal, Bethany Children's Health Information Team shifted from fragmented investigation to informed, proactive care coordination. What once required extensive manual effort and uncertainty can now be accomplished quickly, giving providers near real-time access to critical patient information. The team is able to assemble a more complete picture of each patient's history which reduces gaps in information and minimizing the need for duplicative testing. This not only improves efficiency for the Health Information team but also strengthens provider confidence in clinical decision-making. Ultimately, faster access to accurate, comprehensive data translates into more timely interventions, better-informed care plans, and an improved overall experience for both patients and care teams.

AT A GLANCE

Challenge

Bethany Children's Health Information team faced a fragmented, investigative process to piece together incomplete patient histories across disconnected systems.

Solution

The Provider Portal centralized patient data, enabling the team to quickly locate records and trace care histories with greater accuracy and efficiency.

Impact

This shift reduced manual effort and delays, allowing for faster, more informed clinical decisions and improved overall care coordination.



"MyHealth streamlines care coordination by giving our providers a clear, timely view of each patient's history. This means reducing duplicate testing and enabling faster, more informed clinical decisions that lead to better outcomes."

Rachel Paddock, MLS, RHIA

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