

## How MyHealth Supports Hospice of Green Country

### THE CHALLENGE

Without direct access to hospital records, hospice staff spend valuable time gathering the information needed to confirm hospice eligibility and create individualized care plans. These records, showing clinical decline, recent encounters, and diagnoses, are essential to meeting eligibility requirements.

The lack of real-time data can delay both eligibility confirmation and the start of patient care.

### THE SOLUTION

Through the MyHealth Provider Portal, Hospice of Green Country staff can securely view patient records in real time, allowing them to make faster, more informed decisions about care. MyHealth not only supports the confirmation of hospice eligibility but also plays a vital role in developing and maintaining individualized care plans.

With instant access to diagnoses, encounter summaries, and medication histories, hospice nurses and social workers can:

- Confirm hospice eligibility based on accurate, up-to-date clinical information.
- Review medications and allergies to ensure treatments align with comfort-focused goals.
- Adjust care plans promptly when new information or health events occur.

### THE IMPACT

Since joining MyHealth, Hospice of Green Country has experienced:

- Streamlined verification that allows staff to confirm eligibility and begin care without administrative delays.
- Improved accuracy through access to complete medication lists, allergies, and recent encounters.
- Significant time savings by reducing time spent tracking down hospital records.
- A better patient and family experience through faster, more compassionate transitions into care.

This partnership demonstrates how connected health information can bring comfort, efficiency, and compassion to patients and families when it matters most.

### AT A GLANCE

#### Hospice of Green Country's Mission

Provide compassionate, inclusive end-of-life care for all, regardless of ability to pay.

#### Challenge

Delays in accessing clinical data for verifying hospice eligibility and determining patient needs.

#### Solution

Real-time access to statewide health data via the MyHealth Provider Portal.

#### Impact

Streamlined verification and improved patient care.



**“MyHealth has been an incredible resource for our patients and staff. It gives us instant insight into service eligibility and enables us to begin care right away—at a time when every moment truly matters.”**

#### Patty Wilson

Executive Director, Hospice of Green Country