

# Improving Continuity of Care Through Interoperability at Central Oklahoma Family Medical Center

## THE CHALLENGE

As a rural health organization serving a widely dispersed patient population, the Central Oklahoma Family Medical Center (COFMC) faced persistent challenges in accessing complete patient records across multiple external providers. Patients frequently traveled outside the local area for specialty care, imaging, and laboratory testing, often returning without remembering where services were performed. When patient information was incomplete or unavailable, providers had limited visibility into prior results, sometimes leading to duplicate or unnecessary testing that increased costs for patients and delayed care.

This lack of centralized information placed a heavy burden on providers and medical records staff, who were forced to track down results through phone calls, faxes, and logins to numerous external portals. Gaps in documentation made it difficult to close quality measures such as mammograms, colonoscopies, and A1C monitoring. This lack of documentation directly impacted funding, quality recognition, and patient outcomes. As a result, providers were spending valuable visit time reconstructing care histories.

## AT A GLANCE

### About Central Oklahoma Medical Center

The Clinic provides comprehensive, coordinated, patient-centered care to more than 28,000 patients in Oklahoma, including the communities of Ada, Konawa, Seminole, and Stratford.

### Challenge

The clinic struggled to access complete patient records from outside providers, forcing staff to chase information, hindering quality measure closure, and diverting provider time away from patient-centered care.

### Solution

MyHealth delivered a centralized, EHR-integrated solution that enabled secure, real-time access to external patient records, streamlining workflows and supporting quality measure completion.

### Impact

MyHealth improved continuity of care, reduced redundant testing and administrative burden, enhanced operational efficiency, and allowed providers to focus on meaningful clinical conversations while improving quality outcomes and cost control.



**“With MyHealth, patients no longer carry the weight of remembering their full care history, and care teams no longer have to chase down critical medical information.”**

**Callie Force**

*Clinical Informatics Coordinator,  
Central Oklahoma Family Medical Center*

## THE SOLUTION

MyHealth provided a centralized, interoperable solution that connected the organization to patient records from outside facilities in real time. Integrated directly into the clinic’s EHR through single sign-on, MyHealth enabled providers, medical records staff, and the quality management team to securely access external results without leaving their workflow. This allowed quality teams to “close the loop” on pending referrals, confirm completed preventive screenings, and identify historical lab values needed to meet quality measures. Medical records staff no longer needed to request records manually or navigate multiple portals, and providers could independently view, save, and upload documentation directly within the EHR, streamlining care coordination across organizations.

## THE IMPACT

With MyHealth, continuity of care improved significantly for both patients and providers. Clinicians gained access to comprehensive patient histories at the point of care, reducing reliance on patient memory and minimizing the risk of missed information, redundant testing, or delayed treatment. For example, providers could quickly confirm whether labs, imaging, or specialty visits had already been completed elsewhere, helping avoid unnecessary repeat tests—particularly those not requiring prior authorization. This not only improved clinical decision-making but also reduced costs for patients and insurers. Visits shifted back to what they were meant to be: meaningful conversations about health, rather than investigative questioning to reconstruct fragmented records.

Operationally, MyHealth transformed efficiency across departments. COFMC saw a marked reduction in phone calls, faxing, and manual record requests, saving time for providers, medical records staff, and quality teams alike. Quality measures became easier to track and document, supporting improved performance metrics, funding opportunities, and overall quality of care. MyHealth is an essential tool for rural healthcare delivery—one that lightens the administrative burden, strengthens care coordination, and allows patients and providers alike to move forward with confidence.