

## Bridging the Gap for Comprehensive Behavioral Health Care

### CHALLENGE

Behavioral health providers often work in isolation from primary care, leading to fragmented care for clients with both mental and physical health issues. To develop holistic treatment plans, CREOKS case managers must gather medical information for their clients and coordinate medical care with providers in dozens of other organizations. Gathering medical information for clients can be time-consuming. Case managers often must rely on clients' self-reported information, which can be incomplete or inaccurate leading to critical gaps in the clients' medical history.

### SOLUTION

Recognizing the critical link between mental and physical health, CREOKS providers use the MyHealth Health Information Exchange (MyHealth) to bridge the gap between behavioral health and primary care. By leveraging MyHealth, they ensure clients receive holistic, coordinated care that addresses the full spectrum of their needs.

#### Complete Client Picture:

Through MyHealth, care managers gain access to clients' comprehensive medical records, including medical history, medication lists, and lab results. This visibility enables more informed decision-making and enhances collaboration with other healthcare providers.

#### Reduced Duplication:

MyHealth eliminates the need for repeated testing, treatments and procedures by offering a current record of test results, medications, and diagnoses. This not only streamlines care but also reduces the burden on healthcare users.

#### Improved Workflow and Tailored Care:

The HIE supports more efficient workflows by helping care managers identify specific medical needs. For example, if a client is managing a chronic condition like diabetes or lacks a primary care provider, MyHealth makes that clear. Care managers can then tailor care plans to include health education or help connect clients with the appropriate medical support.

#### Patient Safety:

Better coordination leads to safer care. In one instance, when a client missed an appointment and could not be reached, the care manager used MyHealth to discover the client was receiving inpatient care. This timely insight allowed the team to adjust their approach and ensure continuity of support.

### CONCLUSION

By leveraging MyHealth, CREOKS ensures the seamless integration of mental and physical health components. This integration has translated into enhanced client care, streamlined operational processes, and better outcomes for their clients.


### AT A GLANCE

#### CREOKS Health Services

**Care Setting:** Behavioral Health

#### Benefits

- Reduces unnecessary testing and procedures, saving time and money
- Improves efficient use of resources and site staff
- Opportunity to provide better communication between providers and clients
- Helps speed client experience
- Improves speed of treatment plans and care reviews
- Lowering hospital readmissions
- Identifying substance abuse
- Improving client care and outcomes



*"MyHealth gives a comprehensive view of our patients mental and physical health to help provide the best care for them and have shown to improve their symptoms."*

*"I appreciate MyHealth. It really does help me in my job to help patients and be of better service to them."*

**Karen Taylor**  
Care Manager