



Connecting Care for Vulnerable Patients: Good Samaritan’s Experience with MyHealth

THE CHALLENGE

As a free and charitable safety net clinic serving uninsured and underinsured patients, Good Samaritan struggled to access complete patient information across community clinics, hospitals, and mobile care sites. Patients often arrived without knowing where prior care or diagnostics were performed. At the same time, consult and radiology results could take weeks or months to reach the clinic. Coverage and eligibility restrictions added further complexity, forcing staff to carefully verify where patients could receive care. These gaps created delays, increased administrative burden, and risked interruptions in treatment for patients with limited resources.

THE SOLUTION

MyHealth Access Network provides a centralized view of patient information across safety net clinics, hospitals, and community partners. Staff use MyHealth’s web-based Provider Portal to quickly identify prior encounters, locate diagnostic and radiology results, and add them to patient charts.

This shared access improves coordination between organizations, supports coverage-based care decisions, and helps patients complete care without unnecessary delays or repeat visits.

THE IMPACT

With faster access to complete patient histories, providers can make informed decisions at the point of care, reducing delays, avoiding redundant testing, and decreasing the risk of medical errors. Diagnostic and radiology results that once took weeks or months to locate are now available before patient visits, enabling timely prescriptions, referrals, and follow-up care.

MyHealth also improves continuity across the safety net system by helping patients complete care at the appropriate organization without restarting the process. By reducing repeat visits and unnecessary costs, the clinic can better steward limited grant and donation funding while delivering more timely, coordinated, and compassionate care to vulnerable patients.

AT A GLANCE

Challenge

Fragmented records, delayed results, and complex coverage rules made it difficult for Good Samaritan to deliver timely, coordinated care to uninsured and underinsured patients.

Solution

MyHealth centralized patient data across safety net providers, giving staff fast access to prior encounters, diagnostic results, and care history at the point of care.

Impact

MyHealth reduced delays and duplicate testing, improved clinical decision-making, and enabled the clinic to deliver more coordinated, cost-effective care to vulnerable patients.



“MyHealth removes barriers for our patients by giving us access to their care history, allowing us to focus on treatment instead of searching for records.”

Cheryl Swanson

Director of Nursing

Good Samaritan Health Services