

# System Integration & Interoperability

## The Challenge

The client's EMR and Nursing Station applications were used by physicians and skilled nursing facility (SNF) staff members to manage the medication and care delivery process.

The client was looking to provide a summarized view of the medications prescribed and administered. This required a strong integration between existing clinical systems and the in-facility pharmacy, but the client's existing clinical systems were mostly unable to support quick integrations with third-party systems, and the attempted integration was causing performance issues. Staying compliant with current mandates was also a challenge that led to spiraling costs.

## Our Approach

We served as an experienced partner to develop a clinical system that enhanced flexibility and boosted performance. An emids team developed an engine that integrated the SNF clinical platforms with the in-facility Long Term Post-Acute Care pharmacy and the diagnostic lab chain. This integration allowed for the secure exchange of medication management data & Rx use case data between the systems in the HL7 v.2X and NCPDP data formats.

Following the engagement, the client's clinical system was fully integrated. Users could create Rx orders for dispensing and profiling, process telephone orders, send Rx (both dispense and profile) orders electronically to the pharmacy, handle responses from pharmacy, receive formulary lists, and capture lab report data associated with LTC Rx orders.

## Value Addition for the Customer

- The project was executed as part of the dedicated engineering center.
- The team's mix of specialized skill sets with knowledge and practical understanding helped shorten turnaround time.

### Provider Capability

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### Customer Profile

A long-term care center with over 200 facilities across North America, offering skilled nursing, long-term care, inpatient and outpatient short-term rehabilitation, post-acute short-term rehabilitation, and post-operative recovery services

### Services and Solutions Rendered

Developed a clinical system with improved flexibility and better performance with public HIE/RHIO integration