

A doctor in a white coat with a stethoscope around his neck, smiling. A large dark blue cross is overlaid on the center of the image. The text "SOUTH DAKOTA HealthLink" is centered within the cross. At the bottom, a dark orange banner contains the quote "THIS WON'T HURT A BIT." The background is a light, neutral color.

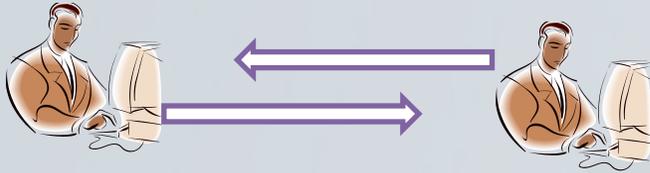
SOUTH DAKOTA  
HealthLink

“ THIS WON'T HURT A BIT. ”

# Core Services

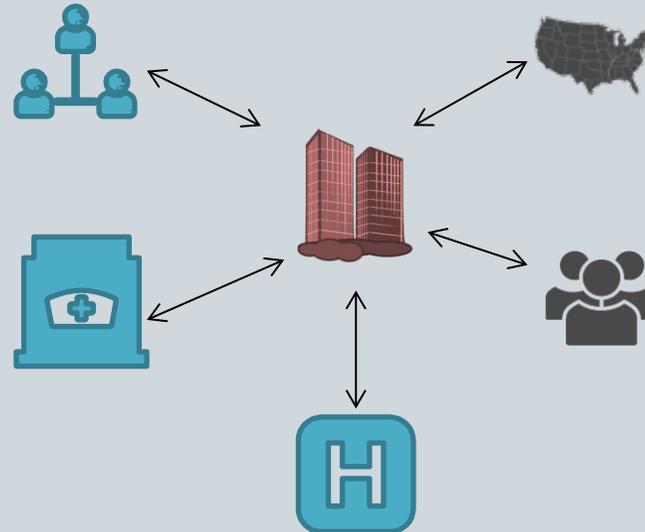
## DIRECT (push)

Secure email



## Point of Care (pull)

Community Health Record  
Medication History  
Continuity of Care Documents  
Event Notification  
Clinical Engagement



# By The Numbers

## Direct services

150  
Member Organizations



Across  
6 States



2016 – 600,000+ transactions

Connectivity with 34+ HISPs

DirectTrust Certified

## Point of Care Exchange

63  
Hospitals



180+  
Primary Care Clinics



With Member  
Organizations in  
5 States



2016 - Over 20M Transactions

eHealth Exchange Validated

# Event Notifications (Notify)

- Approximately 130 Users
- Approximately 95 Subscriptions
- *“Event Notification (Notify) makes case managers aware of consumer’s critical service needs in a more efficient and timely way. Responding and reevaluating services and supports in a way that is more effective than ever. Thank you.” –Notify End-User*
- Use Cases
  - Adult Services and Aging (ASA)
  - Office of Disease Prevention (Zika)
  - Dental
  - Bundled Payments
  - Health Home
  - Home Health
  - Pediatric Patients
  - Correctional Health (Work Release)
- Notification Event Types
  - Ambulatory Admit
  - Emergency Admit/Discharge
  - Inpatient Admit/Discharge/Re-Admit/Transfer
  - Patient Death

# Clinical Engagement

- Discovery Session
  - Open Dialogue Meeting
  - Onsite
  - Discuss current workflows/staffing models/initiatives in use
- Onsite Training
  - Value Based Education
  - Clinical expertise/professional experience builds credibility
  - Integration of specified data from Discovery into current workflow to improve quality and metric outcomes
- Engaged with Multiple Disciplines
  - Correctional Health Facilities
  - Ambulatory Clinics
  - Community Pharmacy
  - Surgical Hospital
  - Adult Services and Aging
  - Office of Disease Prevention (Zika)
  - Acute Care Facilities
    - Emergency Department
    - Inpatient/Hospitalist Services
- Point of Care
  - Continuity of Care Document
  - Medication Query
  - Demographic/Insurance Data



# Clinical Engagement/Point of Care Testimonies

*“We have had a couple of instances where Health Link has been really helpful. We had an add on surgery and were able to look the patient info up on Health Link during the patient admission which helped speed things along. Also, we couldn’t reach a patient the day before surgery to go through information and so we utilized Health Link. When we finally did reach him, much of the info was already filled in and we just verified it with the patient!”*



*“I can think of 2 big instances that occurred in the last 2 days. #1 We found out a patient had a history of MRSA via Health Link and we were able to ask the patient more details as she wasn’t upfront with this information. #2 There was a patient with a communication barrier and because of health link we were able to see that he was being treated for latent TB. This is something that the surgeon did NOT know about. We were able to do better follow up to prepare for that patient’s surgery and to see if he was even an appropriate surgical candidate.”*

*“Everyone has loved Health Link and the information that it provides. The patients are VERY receptive to us knowing more before we call them!! They are far less angry because we have a history to look off of. We have also used Health Link for any add on surgeries to look up information before the patient arrives.”*