Follow this patient’s care...

Mary, a 78 year old retired school teacher, is ready to be discharged from the hospital after suffering a severe heart attack. Although Mary has responded well to treatment, she will not be able to go home. She is transferred to a skilled nursing facility where she can receive ongoing nursing care.

Imagine being able to close the longstanding knowledge gaps between your facility and mainstream healthcare through technology that brings interoperability to the entire patient care cycle. This today is not as far-reaching as you may think. Post-acute providers connected with Kno2™ are capable of sharing patient information to better coordinate care.

Enabling Electronic Connectivity for Post-Acute Providers

At any given time, approximately nine million people in the US are receiving long term and post-acute care services. With an expanding population segment demanding these types of services coupled with changing reimbursement models, the need for electronic and interoperable patient information exchange has never been higher.

Advancing Interoperable Care Coordination Across the Continuum
Managing referrals
*Maximize revenue through a centralized and streamlined referral process*

Growing referral volume is the livelihood of most post-acute providers. Unfortunately, the acceptance process often consists of managing and responding to multiple sources of referrals ranging from the phone, to fax, stand-alone portals, secure email and more recently, Direct messaging. With Kno2, a provider is able to centralize the receipt and acceptance of all their referrals into a single solution, driving efficiency, cost savings and protecting precious referrals through timely responses and advanced care coordination.

**During patient intake**
*Incorporate patient information into your chart and workflows*

Collecting and incorporating patient information directly into your charting system and workflows is critical to patient safety and an effective care transition to your staff.

Streamline the receipt, processing, and upload of documentation to the patient's chart, whether they are paper-based, electronic, or a combination of both. Utilize Kno2 to request missing patient information on demand from surrounding providers and avoid the cumbersome, fax-based request process or portal logins so commonly used today.

**Transferring a patient**
*Ensure patient records are available during transitions in and out of your organization*

Intermittently, a patient may be transported to an external provider for non-emergent services not available within the facility. In emergent situations, a patient may be transferred to the local hospital for higher acuity care. In either scenario, a smooth and interoperable exchange of the patient’s record before and after the services are rendered is critical to seamless patient care and the avoidance of redundant services and testing.

With Kno2, patient records are easily exchanged between care providers, regardless of their patient documentation system. Kno2 is designed for the seamless exchange of patient documents in healthcare – period – no matter what tools you use to document care.

Mary’s story continues...

The discharge coordinator at the hospital receives the referral acceptance from the nearby SNF and initiates the transfer of Mary’s medical records, including a structured summary of care. The SNF electronically receives the transition record and begins the intake process and initiation of her care plan, ensuring a smooth and coordinated experience for Mary and her family upon arrival.
Throughout Daily Care

Maintain up to date, synchronized patient records

Patient care in a many post-acute settings demand clinical support from around-the-clock nursing staff, physician oversight, and frequent engagement from support services such as lab, radiology, therapies, wound care, and others based upon the needs and condition of the patient. Interoperability presents an even greater challenge because connectivity to multiple systems is necessary to maintain an integrated, up-to-date patient record in their EHR.

With Kno2’s broad connectivity options, post-acute organizations are able to quickly drive to interoperable exchange with providers throughout the community. Although Kno2 addresses the unique needs of each SNF, common exchange needs include:

**Physician Oversight:**
Kno2 quickly creates connectivity between the EHR of the managing physician and the post-acute provider to allow patient documentation, such as admit data, progress notes, and others to flow between systems.

**Lab/Radiology Results:**
With Kno2, lab and radiology results can be electronically received from external vendors providing these services and incorporated back into the patient record, avoiding cumbersome fax processes or expensive interfaces.

**Ancillary Services:**
Care coordination may also include the need for ancillary services such as therapies, behavioral health, and DME suppliers. With Kno2, any provider, can be quickly connected and exchanging critical patient information with the post-acute organization.

Mary’s story continues...

Mary continues to receive daily services from her care team including occupational and physical therapies as she learns to become self supportive and ultimately transitioned to in-home care. After 30 days, Mary is able to go home.

The SNF discharges and transfers Mary’s care to a preferred home health agency. By electronically submitting Mary’s active patient records to the agency, the home health team is quickly able to get Mary settled in and receiving daily care services.

To participate with ACO’s, HIE’s and Health Systems

Ensure you are well positioned for participation in value based care initiatives.

As reimbursement models are changing, health systems and providers are quickly assessing the technology and care coordination capabilities of community providers, such as skilled nursing facilities, for selection to participate in value-based contracts and accountable care organizations. By activating Kno2 as your interoperability platform, you are well positioned for contracts with providers throughout your community because of the diverse connectivity and exchange options Kno2 offers. In addition, Kno2’s simple API’s allow your EHR to quickly integrate*, giving you the full benefit of optimized patient document exchange.

(*) Please visit Kno2.com/partners for a listing of integrated EHRs
Bridge the interoperability gap…on your terms
Provide the best care with complete information at your fingertips

Post-acute providers have long been challenged with securely sharing patient information for many reasons including, lack of applied exchange standards and resources that promote broad, effective and affordable interoperability. Kno2 has broken through these barriers, making interoperability a reality for everyone in post-acute settings to keep pace with mainstream healthcare.

Kno2’s interoperability platform – Connecting Post-Acute Providers

By connecting to all the major health information networks – DirectTrust, Carequality and Commonwell – Kno2’s interoperability platform provides for the rapid, secure exchange of patient documentation between post acute providers and the rest of the care continuum. Leveraging these networks, along with using a standards-based approach for content exchange, ensures efficient and affordable SNF connectivity, avoiding heavy and expensive point to point interfaces. Because fax is still a reality, Kno2 includes cloud fax as a method of exchange – maintaining our commitment to provide a single solution for all forms of exchange.