

# HEALTHCARE SOLUTIONS: Solutions for Improved Care



No two regions are exactly alike in terms of their e-health vision and requirements. With over 200 healthcare technology practitioners drawing from decades of industry experience, we understand the differing needs of healthcare clients. Drawing from an array of products, we work to customize offerings for our clients, ensuring they receive the best solution for the task at hand. With that goal in mind, we provide solutions that span the healthcare sector and include client and provider registries, interoperable electronic health record (iEHR) programs, electronic medical records, healthcare portals, and waitlist and eReferral systems.

## Client and Provider Registries

We have broad experience with electronic registries including client registries, provider registries, and service delivery location registries:

- *Client registry* - A single directory in each province or territory containing comprehensive patient demographic information.
- *Provider registry* - A single directory per jurisdiction providing comprehensive identification of participating healthcare professionals.
- *Service delivery location registry* - A single directory per jurisdiction providing a comprehensive listing of all locations where patients can receive care.

## Interoperable Electronic Health Record (iEHR)

We are working with jurisdictions across Canada to develop effective electronic health records (EHRs) and Interoperable Electronic Health Record (iEHR)

programs, and we recognize the importance of these programs in improving access to care and enabling healthcare reform. An integrated patient-centric health record provides a longitudinal view of patient histories and care including:

- Patient visits
- Hospitalizations
- Diagnostic images and reports
- Laboratory test results
- Prescribed drugs
- Immunization

By connecting clinics, hospitals, pharmacies and other points of care, iEHRs allow clinicians to instantly view and update complete patient records. iEHRs improve:

- Access to care—shortened wait times and increased capacity to deliver needed services.
- Patient participation—enhanced patient access to, and use of, health records.
- Availability—improved access to healthcare providers and services.

- Safety—reduced medical error and risk of adverse drug events.
- Effectiveness—achievement of desired outcomes through access to, and effective use of, comprehensive health information.
- Appropriateness—informed prescribing and clinical decision-making.
- Efficiency—improved information-management and reduced administrative time and costs.
- Care coordination—increased access to integrated patient information across the continuum of care.

### Electronic Medical Records

With the amount of paper resulting from large patient loads and mounting demands for extensive documentation, paper charts are proving increasingly inadequate for supporting effective, accurate patient care and operational efficiency. Electronic medical record (EMR) solutions such as our *Clinical Management System* address this challenge, lessening the need to keep paper records and enabling physicians to automate patient encounters, thereby improving efficiency and accuracy.

We have an entire business unit dedicated solely to the development and implementation of electronic medical records, helping physicians gain the benefits of electronic clinical and administrative support while enabling them to connect to external healthcare systems—labs, pharmacies, and broader iEHR networks.

### Healthcare Portals

A web portal is a website that provides a private gateway to numerous other resources available through either the Internet or an internal intranet.

Intranet portals are also known as enterprise information portals (EIPs). The significant benefits of portals include improved:

- Productivity
- Response time
- Decision-making
- Employee retention
- Worker flexibility

Drawing from many years of experience, we classify our healthcare-portal development in two ways:

- *Clinical portals* - These are portals that connect physicians and other healthcare professionals, enabling the secure exchange of clinical patient-specific data among them.
- *Information portals* - These portals act as reference sites for healthcare professionals, helping them improve knowledge (through eLearning, for example) and support participation in research activities (through on-line discussion and collaboration).

### eReferral and Waitlist Management

Healthcare wait times, cited by a growing number of practitioners as unacceptable, are a key-determining factor in prognosis and patient outcome. Electronic patient-referral—or eReferral—systems help shorten these times and improve waitlist management by automating the communication and transfer of records necessary to support the referral process. We have years of experience building secure, state-of-the art eReferral systems that help improve both referral efficiency and patient privacy while enhancing overall quality of care.

### Contact Us

For more information on Healthcare Solutions, visit our web site at [www.xwave.com](http://www.xwave.com), email us at [solutions@xwave.com](mailto:solutions@xwave.com) or call toll free: Canada 1-877-449-9283, USA 1-800-566-9772.

**Healthcare Solutions.**  
Imagine what we can do for you.