

SUCCESS STORY:  
**Betances**



**Consent Drives Improved Patient Satisfaction**

**Realizing the Power of Data Exchange to Treat Patients**

Betances, a growing Federally Qualified Health Center (FQHC) in NYC, provides primary and specialty care as well as complementary services, all under one roof -- making it easy for patients to receive the care they need. They serve a diverse, multi-generational patient population, regardless of the patient's ability to pay. Betances is beginning to see the powerful benefits of data exchange in identifying their complex patients and improving their care coordination.

Betances began educating staff and patients on the importance of granting Healthix consent to allow access to their medical information. With consent granted, when an ER admission/discharge occurs anywhere in the region, Betances receives an alert. That ER alert prompts a staff member to review the patient's discharge summary. Depending on the severity of the condition, an office visit is scheduled either immediately or within 14 days.

**The ability to know that a patient has been admitted to the hospital allows Betances to review any newly prescribed medications, make any necessary referrals to a specialist, and provide continuity of care to help better manage a patient's condition.**

These simple, proactive steps have been met with surprise, appreciation and positive feedback from patients. This marks the beginning of how Betances will operationalize alerts and data exchange in the future.



**THE VALUE HEALTHIX PROVIDES:**



**Healthix Services**

Healthix Alerts  
Healthix Query+



**Benefits**

Better Care Coordination  
Improved Patient Satisfaction

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