

## CASE STUDY

# Cancer Center

After implementing eHealth Connect® to build more complete patient records at the time of appointment, a top-ranked, Northern California Cancer Center's patients experienced a nearly 80% decrease in wait time from referral to treatment.

"We saw the benefit in the first week after implementing eHealth Connect" says the director of clinical services at the Cancer Center. Our partnership with eHealth Technologies resulted in patients being seen an average of two months sooner than before.

When the clinical services director started, he immediately noticed a frustrating problem. As many patients arrived for appointments, they learned that their records were incomplete— scans, pathology, and radiology reports had not yet arrived.

This meant patients had to reschedule and return at a later date—causing both clinicians and patients to feel as if they wasted their time. "We're here to have meaningful visits and treat patients," says the director. In many cases, the purpose of an appointment is to get a second opinion or reconfirm a care plan. Many patients have complex needs and a high volume of tests that are critically important at the time of diagnosis. "It's a minimum expectation that we would have a complete record, allowing for a productive and meaningful appointment. Before working with eHealth Technologies, we weren't able to do that."

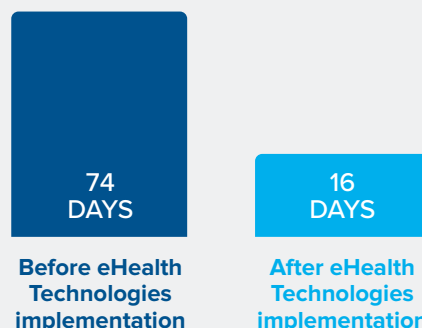
### Customized and responsive

"The eHealth Technologies team was very supportive and responsive during the entire launch process," says the director of clinical services. If questions arose or modifications were needed, he says the team took the time to understand the issues and worked on solutions that created the best possible outcomes.

"It's been lifechanging for both our team and our patients," says the director of clinical services, who cites the real-time access as a major benefit. "We are able to have a responsiveness that we have never had before."



### Almost 80% decrease in wait time from referral to treatment



### More time for care

Prior to implementation, the average patient wait time from referral to treatment was 74 days. After implementation, that time dropped to an incredible 16 days. Almost immediately, Nurse Navigators reported that they reduced the number of hours they spent collecting and sorting through their patient's medical information. While physicians reported that they were able to have better appointments with more complete patient records. These efficiencies have created an opportunity to focus more time on a patient's individual care needs.

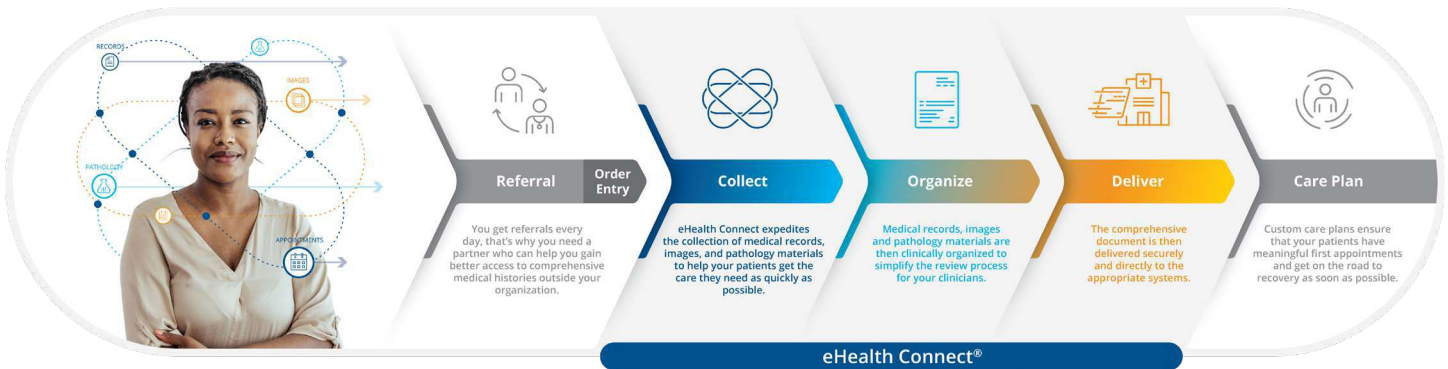
### Immediate access

The Cancer Center worked with eHealth Technologies to streamline deployment of eHealth Connect. While patients often receive care from several physicians and facilities throughout the course of their diagnosis and treatment, eHealth Technologies helps organizations retrieve all of their patient records from multiple locations and disparate systems.

The patient's comprehensive medical history is delivered in an organized, easy to use format. Record collection is managed electronically and delivery is received in a single-document, separated into categories with searchable keywords highlighted. With eHealth Connect, care providers have access to the important clinical information they need for a patient's first appointment.



### Advancing the Delivery of Life-Altering Care



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- Director of Clinical Services of a top-ranked Northern California Cancer Center

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