



## USING THE POWER OF DIRECT MESSAGING FOR AUTOMATING RELEASE OF INFORMATION

### Release of Information:

Exchange of health information is an essential function to the provision of high-quality and cost effective healthcare. The information should be complete and timely for its intended purpose. While this sounds straightforward, it is not an easy task, especially in complex and large healthcare environments. Release of Information (ROI) in healthcare is critical to the quality of the continuity of care provided to the patient and is impactful on other important functions such as billing, research and reporting.

Even with the significant advancement of technology in healthcare, the ROI process is still completed primarily via fax, starting with the initial request through the fulfillment of the request. This causes millions of pages to be faxed on an annual basis between healthcare providers resulting in millions of dollars in inefficiencies, compromised patient care and a high risk of a breach of patient information.

With the emergence of Direct messaging, traditional fax processes are being transitioned to electronic workflows that are secure, audited and interoperable. The Release of Information process is a prime candidate for transition to Direct that could result in millions of dollars in savings for Health Information Management departments tasked with completing the process and improved patient care delivery for providers in need of the information.

### Automating the ROI process for an entire community

Kno2™ is the first and only cloud-based clinical document exchange platform that allows entire communities to connect and exchange patient information electronically using Direct messaging. Included in the Kno2 platform, is the opportunity for you to transition the Release of Information process to Direct messaging, starting with the initial request for records.

By sponsoring Kno2 out to your community for sign up, providers no longer use fax for requesting patient records. Instead, record requests are completed within Kno2 using a very simple request form(P1). The design of the form ensures that the appropriate request information and patient consents are collected the first time, thus reducing callbacks and follow-up from your HIM staff for additional information. In addition, stat requests can be prioritized to ensure timeliness of delivery

for emergent situations. Once the request is completed, the Direct message and patient consent attachment(s) are delivered to your Direct message inbox with all the necessary information. Simply reply to the request, attach the requested records and send back to the requesting provider. The message is delivered securely to their Kno2 or EMR Direct messaging inbox.

The screenshot shows a web-based form for requesting records. At the top, there's a header 'Request Records'. Below it, there are input fields for 'From' (a dropdown menu with 'Select an address'), 'Requestor' (a text box with 'Jed Sanders'), and 'To' (a dropdown menu with 'Add an address'). A 'Send' button is on the right. The main form is divided into two main sections: 'Patient Information' and 'Request Details'. 'Patient Information' includes fields for 'Patient ID/No.', 'Date of Birth' (with a calendar icon and 'MM/DD/YYYY' format), 'First Name', 'Middle Name', 'Last Name', and 'Gender' (with radio buttons for 'Male' and 'Female'). 'Request Details' includes a 'Purpose of Disclosure' dropdown, 'Information' radio buttons for 'All' and 'Pertinent', 'Dates Requested' dropdown, 'Urgency of Request' radio buttons for 'Stat', '24 Hours', and 'Over 24 Hours', and a 'Comments' text area. On the right side, there's a sidebar titled 'Additional Requests' with a 'Select Request Type' dropdown and a 'Choose File' button.

P1: Kno2 Records Request Form

### Benefits of Direct ROI automation

Many benefits can be realized from transitioning to Direct messaging for Release of Information within the health system and throughout the community. These include:

- ✓ Assurance of requestor identity based upon the required identity verification process according to a Level 3 of Assurance (LOA3)
- ✓ Comprehensive, but simple, request form to standardize and ensure all necessary request information is collected initially, including patient consents
- ✓ Complete audit trail starting with the request through fulfillment
- ✓ Kno2 Stay Connected subscription tier available for FREE to the requesting providers
- ✓ Significant cost savings realized from administrative efficiencies and reduction of fax
- ✓ Secure and encrypted transmission and fulfillment of the request, ensuring protection of patient health information (PHI)
- ✓ Eliminate lost or misplaced faxes
- ✓ Timely delivery to requesting provider for improved patient care

## ABOUT KNO2

Kno2 is an award-winning cloud-based clinical document exchange platform that allows an entire healthcare community to securely connect and become interoperable almost overnight. Although Kno2 utilizes Directed exchange as a leading method of secure communication, Kno2 is NOT just another Direct messaging portal. Through our patented cloud-based clinical document exchange platform, any healthcare organization throughout the care continuum can register, complete identity verification, and manage their own Direct addresses and messages according to THEIR unique workflows and THEIR levels of technology adoption within a few hours.

### Start Now

Kno2, in conjunction with the Surescripts HISP, the nation's largest clinical information network, make it possible to connect your entire community through the following:

- The Surescripts nationwide Direct network and established HISP to HISP connections
- The Kno2 Invitation Platform
- Your community's customized Kno2 registration URL



<https://URLHEREkno2.com>

### The process is easy.

Simply provide the above Kno2 registration URL to all the healthcare organizations with which you wish to connect. Recipients will click on the URL and be guided through an online registration process and receive access to their own Kno2 login to begin submitting electronic requests immediately!

## LEARN MORE

For additional information on Kno2, visit [www.kno2.com](http://www.kno2.com)