Physicians Praise HCSC’s Next Generation Electronic Health Record

After launching the CareProfile — the next generation electronic health record — to assist doctors in identifying health risks for 9 million patients, HCSC has received two thumbs up from physicians.

The new electronic health record includes information that’s typically more detailed than what patients provide — greatly assisting with the management of their care, especially those with diabetes, hypertension and heart disease, according to physicians using the CareProfile. They say the CareProfile is most useful for new patients and medication history.

“Other companies have offered electronic health records, but this is the first that includes a health status measure in addition to compiling all of the critical information relevant to a patient’s care,” says Dr. Paul Handel, senior VP and enterprise chief medical officer. “The information can help doctors identify situations such as clinical gaps in recommended care services, missed prescription refills and possible drug-to-drug interactions.”

The CareProfile — a collaborative effort of HCSC’s Blues Plans, the company’s wholly owned subsidiary MEDecision and its partially owned subsidiary Availity — continues HCSC’s long history of firsts, which includes the nation’s first electronic patient clinical summaries that were introduced in 2005 to assist Texas physicians in the aftermath of Hurricane Rita.

The CareProfile is created with health plan data that:

- First, HCSC collects from physicians, pharmacies, labs and other health care providers;
- Second, MEDecision applies clinical analysis to, then summarizes into a report highlighting treatment opportunities and includes a health status measurement score that identifies a patient’s likelihood for serious health complications; and
- Third, Availity displays in the form of a user-friendly electronic health record through its Web portal, which can be easily accessed by any authorized provider at the point of care.

“This is a milestone achievement for us as well as the entire health care industry,” says HCSC President and CEO Pat Hemingway Hall. “In addition to helping physicians and patients make safe, informed health care decisions, this new electronic health record brings efficiencies and cost savings to the health care system.”
Key components of the CareProfile include:

- Demographic patient information, such as date of birth, address and phone number;
- Information about the patient’s current primary care physician, if applicable, and other providers visited in the past 24 months;
- Diagnoses and procedures submitted and reflected in the claims records;
- Professional, hospital and emergency room services reflected in the claims records;
- Prescriptions filled, including the class of drug, total fills and last date filled; and
- Radiological and laboratory services reflected in the claims records.

The CareProfile is provided to providers free of charge and can be accessed on the Availity portal at www.availity.com and also can be accessed by HCSC members under “My Care Profile” in their personal health manager.

“The availability of information between patients, providers and HCSC gives everyone a common view of the patient — promoting a collaborative approach to health management to ensure the best outcome for our members,” says Dr. Handel.