



Reliance eHealth Collaborative COVID-19 Response focuses on Enhances Data Reporting and Analytics

[Reliance eHealth Collaborative](#), a growing health information exchange (HIE) in the Pacific Northwest, with the support of its primary technology solution provider, [IMAT Solutions](#), has developed and implemented a wide-range of COVID-19 use cases for enhancing its stakeholders' response to the crisis.

With the flexible data management, analytics and reporting capacity from IMAT Solutions -- **servicing as the only vendor partner needed for these efforts** -- Reliance has deployed reporting functionality to its end users that address five broad use cases for a more effective and timely COVID-19 response that includes:

- **Symptoms and Comorbidities Reporting:** Using a broad and deep clinical data set, Reliance identifies patients who have symptoms or diagnosis that qualify them as potentially positive for COVID-19. The IMAT platform allows for the rapid development of this use case through data aggregation across the entire community. This provides a wide-net identification that allows users to see, in one view, the attributed patient population that is displaying symptoms related to COVID-19.
- **Notification of COVID-19 Test Results:** Thanks to the Natural Language Processing (NLP) search capabilities of the IMAT platform, Reliance was able to identify local hospital labs offering COVID-19 test results. The HIE now receives and aggregates these test results in near-real time. These lab results provide visibility into both COVID-19 positive and negative results, which can be displayed in Notification Reports that present results attributed to a patient population in a single view or at the individual patient level using the Community Health Record.
- **Current Patient Demographic Reporting:** Since accessing a patient's most current contact information is crucial during an outbreak, Reliance now aggregates demographic data, including contact information for patients from sources across the Pacific Northwest. It also makes available contact information from a patient's most up-to-date healthcare encounter for use in follow-up care coordination and management.
- **Standardization and Normalization of Coding:** With variations in medical coding languages and terminology services being very common due to the large-scale creation of patient data across a community or state, the standardization and normalization of coding can be challenging. Reliance now maintains a wide-range of terminology and codes that allow accurate and effective machine-to-machine exchange of information. This enables any hospitals or health plans to effectively see if a patient – no matter where they have been initially treated – has tested positive for COVID-19.

- **Community Information Sharing:** The IMAT platform allows clinical information to be aggregated for patients from across the region and shared with clinical end users through the Community Health Record. Without the need for a specific EMR or access to any particular health system's EMR portal, this web-based portal is available to outpatient healthcare providers at no cost and offers a longitudinal view of a patient's care. It provides insight into hospital stays, urgent care encounters, lab tests, radiology studies and other critical information necessary to provide care and support for COVID-19 patients.

Reliance is rapidly evolving and iterating its efforts in response to the COVID-19 outbreak and working closely with IMAT Solutions to address additional use cases in the near future including:

- **EMS Notification:** Using the Community Health Record, Reliance is working to provide Emergency Medical Services (EMS) dispatchers and users with home addresses or locations of COVID-19 patients where EMS response is required. This will allow first responders to ensure that appropriate COVID-19 Personal Protective Equipment (PPE) is being used when entering a location to provide care for a patient.
- **Death Notification:** Reporting on patient mortality following a diagnosis of COVID-19 or following identification of symptoms of the virus will support epidemiologist and medical examiners with their investigative work and will help support accurate and proper reporting of mortality rates related to COVID-19.
- **Social Risk Factors:** Upcoming reporting refinements will include indicators of social risk such as housing or food insecurity in COVID-19-positive populations.