

UHN SUCCESS STORIES

Supplementing Patient Data with the CHIE

The Maliheh Free Clinic services patients that do not have access to the same resources as other demographics: their patients sit at up to 200% the national poverty line.

Patients with social disadvantages end up with worse health outcomes on average in every community nationwide.

Maliheh patients may not even consistently have a phone number, making follow-up contact extremely difficult. Having as much information as possible upfront is critical for them to be able to provide any care at all.



MALIHEH
FREE CLINIC

The problem:

Maliheh's patients come from a huge variety of backgrounds and care systems, so their small staff spends a lot of time **sending requests** for patient information and **waiting** for documentation. Because of their patients' social and financial situations, if they cannot provide as much care as possible **on the patient's first visit**, Maliheh may not even be able to find the patient by the time they can schedule a follow-up. They simply needed **more data**.

The solution:

Maliheh implemented the CHIE as a tool to supplement the data in the EHRs to which they have access. With the **extra patient data** and **patient matching tools** in the CHIE, Maliheh is often able to avoid long waits for paperwork, lost appointments, and missed care opportunities. When Maliheh can find the patient data they need in the CHIE already, their **time is freed up** to make sure their vulnerable populations are **receiving care right away**.

The CHIE was a solution for the information gaps in Maliheh's EHR data and their patients' knowledge of their own care history. With its help, Maliheh is able to provide care to hundreds more patients every year. "It's invaluable to us," said Nicole Mohr, Care Coordinator at the Maliheh Free Clinic. "It's like Christmas when we find something in the CHIE. It's really exciting."

Contact the CHIE team to learn more about how the CHIE data can work for your organization.