✓ Connect the Unconnected

✓ Leverage Healthcare Standards (C-CDA and Direct) to solve problems and save money
Estella, age 65, is a widower and lives in her government assisted apartment. Her primary care giver is her 45 year old daughter, Rebecca and Estella also has non-medical home care for cleaning personal care, including bathing. Estella is being treated for renal failure and is also suffering from diabetes, related neuropathy and obesity. Estella is restricted to a wheel chair and just recently she was diagnosed with peripheral arterial disease (PAD).

Rebecca recently had to take a second job and has not had time to visit Estella regularly and on a recent visit discovered that Estella’s right leg is discolored and cold. Estella is admitted to the hospital and gangrene is diagnosed and her right leg is amputated below the knee. After 2 days in the hospital Estella begins Physical therapy and 5 days after the surgery she is transitioned to a Rehab facility and 21 days later she is transitioned to the Skilled Nursing Facility because the wounds are not healing quickly enough to allow her to return to her apartment. She continues her dialysis treatment and is has regular visits to her various providers, which has recently be expanded to a mental health counselor due to depression from the loss of her lower right leg.

The Care Plan outlines Estella’s goal to return to home and her cats. Estella’s 40 year old son, Mike, lives 200 miles away and now wants to be more involved with his mother’s healthcare and to have access to all of the information, so he set up a personal health record (PHR) in Microsoft Healthvault. Mike contacts Estella’s providers and requests the progress notes and other documents be sent to Estella’s PHR after each provider visit, using her Direct address.
Estella’s care team now includes:
• Jennifer her Case Manager
• Rebecca her daughter
• Mike her son
• Dr. Smith her Nephrologist, EMR, connected to HIE
• Dr. Jones her Internist, diabetes, EMR and paper
• Dr. Wilson her Cardiologist, EMR, connected to HIE
• Sara her Physical Therapist, paper
• Dr. Simon, Behavioral health counselor, EMR and paper
• The nurses at the Skilled Nursing Facility, EMR and paper

Documents that need to be available
• Advance Directive
• Power of Attorney
• Transitions of care CCD (C-CDA)
• Therapy notes
• Medication lists and reconciliation
• Lab results
• ADT messages from the hospital
• Progress notes from each provider

Each provider wants their own complete record for Estella and currently they fax documents back and forth to each other, as needed prior to and after each office visit.

**Problem**
The context for Estella’s office visits and her providers is manual and needs to be automated and available to all providers of her care.

Not all of the providers are using EMR’s or technology equally. Only some are connected to an HIE if present and not all of the needed information is available in an HIE.

**Solution**
Direct messaging that works for everyone and everything.
Coordinating care with the Care Plan

Beneficiary - Estella
Family
POA

Beneficiary - Estella
Family
POA

Nephrologist
EMR

Physician
EMR/PAPER

Internist
EMR/PAPER

Physical Therapist
PAPER

Behavioral Health
EMR/PAPER

Cardiologist
EMR

Skilled Nursing-Rehab
EMR/PAPER

Home Health/Care
PAPER CHARTS

Hospital
EMR

Transportation

Meals on Wheels
Connecting the Community through Clinical Document Exchange
Consolidated CDA Guide – v1

1. Continuity of Care Document (CCD)
2. Consultation Not
3. Diagnostic Imaging Report (DIR)
4. Discharge Summary
5. History and Physical (H&P)
6. Operative Note
7. Procedure Note
8. Progress Note
9. **Unstructured Document**
Connecting the Community through Clinical Document Exchange

Beneficiary - Estella
Family
POA

- Physical Therapist
- Internist
- Nephrologist
- Cardiologist
- Skilled Nursing-Rehab
- Home Health/Care
- Behavioral Health
- Payers/CMS
- Direct Messaging
- PHR
- HIE
- eLTSS Plan
- eLTSS Record
- MU2
- EMR
- PAPER CHARTS
Problem #1
Too many portals

Hospital
Hospital
Primary Care
Specialist
HIE

you@hospA.direct.com
you@hospB.direct.com
you@PCP.direct.com
you@HIE_A.direct.com
you@HIE_B.direct.com
Solution #1
Use Kno2

Take control – get your own address

you@you.direct.com

Regardless of system of record
Problem #2
Too many varieties
Including paper
Solution #2
Use Kno2

Getting Information into the Patient Chart

A patient's health story is complex and difficult to piece together. As a healthcare practice, receiving various clinical document formats from countless delivery methods is overwhelming and inefficient. It's far too easy to miss vital information.

Kno2’s patient intake allows you to seamlessly receive and transform disorganized health files, regardless of the format or source. The result is an accurate, centralized, and complete patient record.

Learn More at Kno2.com
Solution #2
Use Kno2

Sending Patient Information

To build a meaningful patient health story, sending usable and sustainable clinical content is critical.

Kno2's Clinical Document Exchange (CDE) platform allows you to send documents from any source into a smart, healthcare compatible output. Kno2 simplifies and automates complicated, slow and frustrating healthcare workflow processes.

Learn More at Kno2.com
Devices - Direct Enabled by Kno2™

Solution #2
Use Kno2
Why does Interoperability cost so much?

- Interfaces
- Professional Services
- Annual Support
- New versions
- 2\textsuperscript{nd} Generation EMRs and systems
Solution #3
Use Kno2

Kno2.com

Plans & Pricing
No matter which Kno2 plan you choose, you’re demonstrating a meaningful step toward a better-connected healthcare community, which is good for you, other healthcare providers and most importantly, the patients you all serve.

Compare Plans

<table>
<thead>
<tr>
<th>Stay Connected</th>
<th>Step Into Interoperability</th>
</tr>
</thead>
<tbody>
<tr>
<td>Up to 3 Users</td>
<td>Up to 1 Users</td>
</tr>
</tbody>
</table>

- **$0**
  - Receive Only
  - No credit card required
  - Sign Up

- **$19.95** per month, full exchange: send & receive
  - Sign Up

<table>
<thead>
<tr>
<th>Location</th>
<th>Per Location</th>
<th>Per Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Direct addresses</td>
<td>Unlimited</td>
<td>Unlimited</td>
</tr>
<tr>
<td>Search national address book</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>Records request</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>Analytics</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>Receiving / Intake</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Problem #4
Faxing

- Beneficiaries do not have fax machines
- Faxing is not secure
- Faxing is not efficient
- Faxing is 50 years old!
Solution #4

Use Kno2
Your healthcare workflows. All in one place.

Kno2 simplifies and automates complicated, slow and frustrating healthcare processes. Send, receive and manage any type of patient information from one place.

Sign up for Kno2  Learn more

As seen in

Bloomberg  McKnight's  FierceHealthIT  REUTERS
Automated Online Identity Proofing

Identity Verification

Protection and security of sensitive patient information is very important to us and required by Law. To initiate activation of caringhandsvillage we must verify the identity of an individual within your organization.

As the Kno2 Business Administrator, we will quickly take you through an identity verification process which includes collecting a few items about you and asking you a few personal questions.

At no time is the personal information you have entered or answered stored or shared with any other individual. (More about Identity Verification.)

Submit Identity

Full Name * Bryan Bowman
Date of Birth * 11/24/1970
SSN
Home Phone Home phone
Current Address (required)
Address 4098 N. Montelino Way
City, State, Zip Meridian, Idaho 83646

Answer Questions

The following questions are generated randomly and should only be known by you. This ensures that someone else isn’t pretending to be you.

Again, at no time is the personal information you have provided stored or shared in any way.

On which of the following streets have you lived?
- Main
- Marys Creek
- Mesa Top
- Mill
- None Of The Above

In which of the following cities have you lived?
- Banks
- Bruneau
- Cambridge
- Cascade
- None Of The Above

In which of the following counties or county equivalent (Borough, Parish, etc.) have you lived?
- Boise
- Owyhee
- Valley
- Washington
- None Of The Above

In which of the following years did you buy your home at your current address?
- 2003
- 2004
- 2005
- 2006
- None Of The Above

Submit Answers
Caring Hands Village

View inbound and outbound Direct messaging activity for your entire organization using the dashboard below.

- **Number of Messages**: 48
- **Average Message Size**: 0.29 MB
- **Attachments**: 76
- **Message Failures**: 0
Demonstration
Clinical Document Exchange
The Need for a Simple, Secure, Cost-Effective Solution
An IDC InfoBrief, sponsored by Inofile | April 2015

http://go.kno2.com/infobrief/
• Unlimited Direct addresses
• No transaction fees
• Surescripts HISP – Trusted by Direct Trust
• Nationwide Directory of providers
• Built in records request
• Send Direct messages from scanners and copiers
• Free – Receive only subscription
• Low cost – Send and Receive subscription
Inofile: About Us

We Simplify Healthcare

• *By creating* **common sense solutions** *that take common, often overlooked problems across all of healthcare and solve them through simple, inexpensive, easy-to-adopt solutions that effectively eliminate unstructured content.*

We Connect the Healthcare Continuum

• *By creating* **healthcare-specific technology** *that unites an often disconnected community of healthcare providers*