



CASE STUDY

Healthcare Systems Integration: Integrating Electronic Medical Records with Payer Portal Solutions



Background

Each month, clinical staff at medical groups managed by MSO Great Lakes had to enter thousands of pieces of data into a Complex Case Management (CCM) web portal for a major health insurer in the state of Illinois. These staff members would manually copy data from their EMR system into the portal. This not only could result in possible data entry errors, but often caused situations where overtime was required in order to meet deadlines for this program.

MSO Great Lakes understood that their internal systems already had all of the data required by the CCM program. They also had the capability to create an export of this data. Knowing this, MSO Great Lakes approached MXOtech to create an integration framework that would allow them to send an export of this data securely, that would parse this data, and load it to the database behind the CCM portal application.

Approach

The MXOtech integration team worked with MSO Great Lakes' IT team to create a standard export format that was compatible with MSO Great Lakes' EMR system. The MXOtech team leveraged Microsoft's BizTalk 2013 platform to create the integration framework centered around the agreed upon format for MSO Great Lakes.

MXOtech then utilized this format as a basis to create the integration to the back-end systems for the Complex Case Management portal. Once complete, MSO Great Lakes simply exports the necessary data from their EMR, eliminating the need for manual data-entry.

Results

This integration resulted in tangible results for MSO Great Lakes:

- Elimination of the need for clinical staff to manually enter Complex Case Management data into another system
- Elimination of data-entry errors associated with manually entering data into multiple systems
- Elimination of missed deadlines and milestones due to the amount of time manual data entry requires

Technology

Microsoft BizTalk 2013 R2: MXOtech utilized Microsoft BizTalk to create the integration framework between MSO Great Lakes' EMR and the back-end of the Complex Case Management Application.

Microsoft SQL Server 2014 DBs: The Complex Case Management application has a SQL Server back-end system for storing and accessing data. Database artifacts were created to be leveraged by BizTalk for the integration.

MXOtech created a secure, dependable solution that saved time for all users involved.