



## EMS Care Coordination at its Finest

*Connecting EMS providers with  
the rest of the care continuum.*

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You can use Kno2 to:

- ✓ Automate your Patient Care Report (PCR) workflows
  - ✓ Query patient information on demand
  - ✓ Improve care coordination for MIH-CP initiatives
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### Complete electronic connectivity is critical to true care coordination for EMS providers

Every year nearly 30 million patients are transported to health systems using EMS services. Timely access to pre-hospital information is critical during treatment of the patient and enhances outcomes. Timely exchange of information also reduces your costs by increasing efficiency.

Kno2 is connecting agencies everywhere and transforming EMS care delivery. With Kno2: Interoperability as a Service™, EMS agencies are capable of true interoperability prior to and during treatment, and after transport and post discharge, to support quality assurance/quality initiatives (QA/QI).



Eric's Story



## Patient Story

*Follow this patient's care for an example of applied interoperability*

Eric is an active 47-year-old male who regularly enjoys running and biking. On a Saturday morning, he goes out for his usual weekend run in the park, when suddenly his left side begins to feel numb. Eric falls to the ground. A passerby sees him and immediately calls 911.

The EMS crew arrives minutes later and begins to assess the patient. Although Eric is unable to speak, they find identification on him and **query** health systems and providers in the area for his health records. A near real-time response is received with a clinical summary that contained significant historical information. Eric suffers from high blood pressure, high cholesterol and was a smoker – all risk factors for stroke. The record shows that he is on multiple medications to manage these conditions.

The EMS crew transports Eric to the ED while providing a verbal report of care provided during transport. They also send key information about the pre-hospital care **electronically**, and the ED staff, ED physician, and neurologist are better prepared to provide Eric with appropriate treatment.

Shortly after leaving the facility, the EMS crew completes their documentation of Eric's encounter and **submits** the complete PCR directly into the hospital's EHR.

The EMS agency is empowered to **query** for the outcomes and payer information, confirming accuracy of treatment to ensure ongoing improved quality of care and submission for timely reimbursement.

In the meantime, Eric is receiving intensive stroke therapy and will be discharged to a rehabilitation center.



## During patient transport

*Query vital patient information to improve outcomes*

Real-time access to information in the field allows EMS providers to understand critical elements of a patient's health history, such as prescribed medications, active problem lists, recent procedures and known allergies, enabling them to provide timely interventions during pre-hospital care. EMS providers can now query health systems and providers around the patient's home location and obtain crucial information during treatment.

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*When every second counts, the ability to query and exchange a patient's active medical record and have it speak, when they can't, improves care by shortening the time to accurate assessment and treatment.*

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## Transitioning the patient to the hospital

*Effective transition of care to the hospital team impacts patient outcomes*

Critical information is often delivered verbally from the EMS staff to the hospital Emergency Department (ED) while in transit and during handoff. Amidst these tense situations, critical information may fail to be communicated, which may result in adverse patient outcomes.

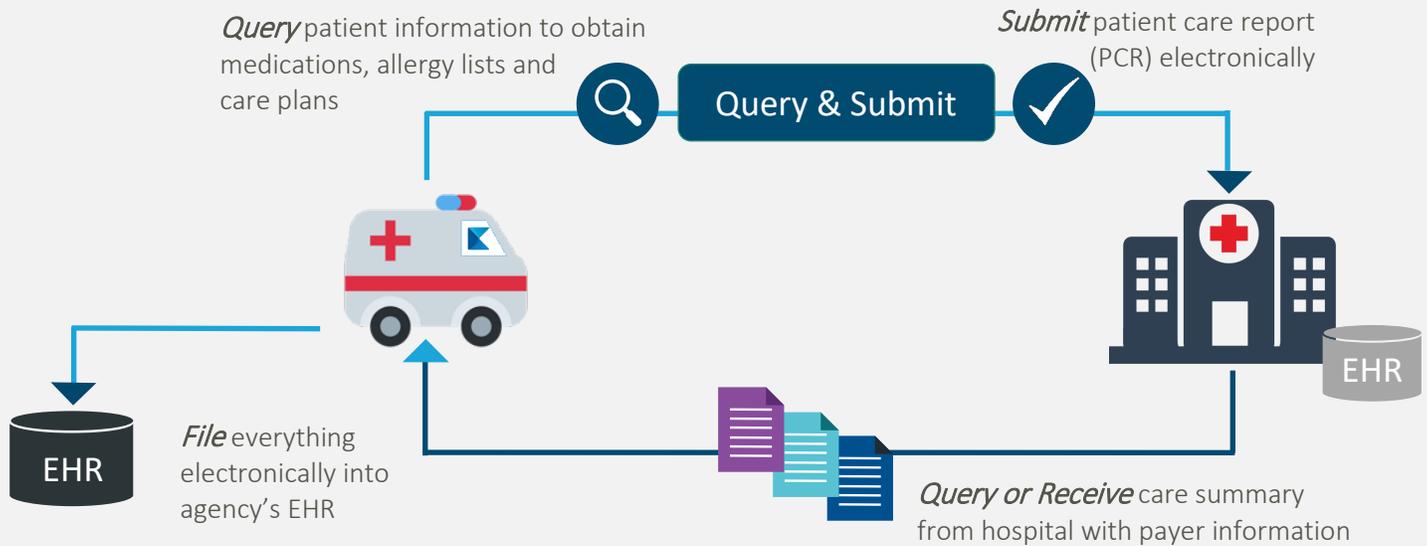
EMS teams can now submit their Patient Care Report (PCR or ePCR) directly to the hospital's electronic health record or Emergency Department Information System, ensuring all available information is securely delivered to the patient's record and accessible to hospital staff at the point of care.

## After patient discharge

*Information on demand contributes to optimal patient safety and improves quality outcomes*

It is difficult to collect information from the patient while administering care during transport. The EMS billing team is left to track down insurance information from the hospital financial services department, a time consuming and frustrating process.

After patient discharge, EMS providers can use Kno2 to query the hospital for the care summary. With early access to this information, EMS agencies gain visibility to payer information and outcomes data to support QA/QI.



## Mobile Integrated Health – Community Paramedicine (MIH-CP)

*Electronic access to patient information*

As healthcare systems transition from a fee-for-service to a value-based care model, they are looking for more efficient methods for delivering care. As a result, MIH-CP programs are emerging across the nation as partnerships are formed between EMS providers, health systems and payers.

Health systems and EMS agencies benefit from streamlined interoperable document exchange, ensuring open lines of communication and access to a clear picture of the patient's health history. These strategic care coordination efforts help EMS practitioners provide the appropriate level of care while reducing hospital readmissions and lowering costs.



*By connecting to all the major health information networks – DirectTrust, Carequality and Commonwell – Kno2's Interoperability as a Service enables over 80% of the PCRs generated on a yearly basis to become electronically available to hospitals and health systems across the U.S.*



## Leverage Standards and Throw Away your Fax Machine

*Turn on Kno2 and get connected*

The hospitals and physician offices already have the technology and connectivity needed to exchange documents more efficiently. PCRs can be delivered to the hospitals using standardized networks, avoiding heavy and expensive point-to-point interfaces. With a Kno2 account, EMS agencies are connected to these networks and can achieve freedom from fax, and easily transition to electronic and interoperable exchange.



- ✓ *Improve care coordination*
- ✓ *Query patient information*
- ✓ *Reduce fax expenses*
- ✓ *HIPAA-Compliant, secure and encrypted exchange*
- ✓ *Includes Direct addresses*
- ✓ *Cloud faxing available*

[Request a Quote](#)

## About Kno2

Kno2<sup>®</sup> is leading healthcare's path to interoperability across every patient care setting. Kno2: Interoperability as a Service™ (IaaS) turns on connectivity to millions of healthcare providers and the capability to send, receive, find and use patient information with everyone. Kno2's IaaS enables access to providers via cloud faxing, Direct secure messaging, patient information query and patient care networks (Referrals, ACOs, HIEs) guided by connectivity assessments and analytics. Contact us to discover your path to interoperability.

