Netsmart

HIPAA-compliant, user-friendly solution simplifies information exchange and transitions of care
Client Spotlight: Seven Counties Services

Seven Counties Services

Seven Counties Services offers mental health, addiction recovery and child and family services at inpatient and outpatient facilities across a seven-county region in Kentucky.

Through utilizing Netsmart's Interoperability Solutions, Seven Counties securely exchanges health information real time directly to their Care Record. Clinical items including continuity of care documents (CCDs), lab results and medication lists are shared both internally and externally. That functionality also plays a key role in the organization's participation and eligibility as a demonstration state for CCBHC (Certified Community Behavioral Health Clinic) grants.

- HIPAA-compliant communication with provider partners
- Access to comprehensive client information directly from the electronic health record (EHR)
- Smooth transitions to outpatient services from acute care and 72-hour holds for mental health clients
- Streamlined processes for primary care, lab tests, medications and referrals
- Flexibility and ease of use for clinicians and providers

"One of the biggest improvements has been for our primary care folks. They can actually refer our clients to the local hospital to get a faster appointment for scans and lab work then get a turnaround on those documents back to our EHR. That's a big time-savings, not only in terms of workflows, but also in the client's health and well-being."

Brandon Bradley, Director of EHR

At-a-glance

Community
- Behavioral Health
- Child and Family Services
- Addiction Treatment

Location
- Louisville, KY and surrounding counties

Challenges
- Sharing clinical data, lab results and treatment plans with other providers was a complicated, manual process
- Faxes, emails and paper documents had to be entered into the EHR
- Transitions of care were difficult to track
- Participation in CCBHC grants required HIPAA-compliant electronic communications between providers and the state

Solution:
- myAvatar™
- CareConnect with Carequality
- CareConnect Inbox
- OrderConnect

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