



UnitedHealthcare EMR Value Stories: How We're Sharing Data to Help Improve Patient Outcomes

We're always looking for new ways to support your care plans for our members. Now, through the real-time exchange of patient benefit and clinical data information, we can help increase your visibility into your patients' overall health care story – their challenges, medications, coexisting conditions and other factors.

Your role is critical in using that data to help members. That's why we're using new technology that can automate and share point-of-service information with you through your current electronic medical record (EMR) system. This EMR data exchange can also help you communicate and collaborate with other care providers, and work with patients and their families to drive better medication adherence and treatment outcomes.

EMR access and data exchange may result in:

- Real-time exchange of information – including point-of-service benefit data
- Resources that match the options in coverage
- Collaboration in coordinating follow-up care and interventions
- Increased patient adherence to your treatment plan
- Seamless transitions from one facility to another
- Improved patient outcomes

Here's how EMR data exchange helped one member receive the care he needed.



Lyle G. was a patient experiencing mental delirium. While analyzing his data, a UnitedHealthcare nurse clinician realized Lyle needed help with stronger care coordination. His care providers had only a limited look into his decline and were unable to create a holistic care plan.

Our staff clinicians used claims and clinical data to form a comprehensive view of Lyle's mental state, his daily challenges and his trouble obtaining medications. We discovered that Lyle's niece was assuming guardianship of his affairs and contacted her to help her navigate Lyle's benefits.

Our transition nurses reached out to the facility and family to help Lyle shift into different levels of care. We also matched resources to the options in his coverage and provided the staff with a list of appropriate facilities that met his needs and benefits. By collaborating with care providers and Lyle's niece, we helped Lyle make a seamless transition into a facility where he felt comfortable and cared for.

Ready to get started?

There's no cost to your practice to enroll in EMR data exchange. Try our Remote EMR Access tool on Link or contact your Provider Advocate to sign up.