



# Active Care Relationship Service

## *Strengthening Bonds Between Patients and Doctors*

***The Active Care Relationship Service helps doctors receive information about their patients by letting the doctors identify their active patients***

Life is easier and better for both patients and their doctors if their working relationship is united. One way to keep these associations strong and together is through information. If doctors and healthcare providers are well informed and up to date on their patients, not only will the patient feel more connected to their care team, but the patient will also be getting the best personal care possible. *Their care team will know them...* not just for one visit but for all of their previous visits and the visits they might make to other care facilities.



*MiHIN's Active Care Relationship Service® (ACRS®)* provides the ability to link patients with their care team members (providers who have declared an active care relationship with that patient). ACRS supports better-coordinated transitions of care by allowing messages to be sent to physicians and care management teams when there are updates in a patient's status.

**Better care coordination using ACRS enables the improvement of post-discharge transitions, prompt follow-ups with patients, and improved communications among providers to support patients, especially those with multiple or chronic conditions.**



## *How to Set Up an Active Care Relationship*

If a healthcare provider is listed in MiHIN's Health Directory, it's an easy next step to list an active care relationship. The provider simply needs to have seen the patient in the last 24 months and have plans to see them again. A provider will need to share some information, for example:

- Patient name
- Patient date of birth
- Patient address
- Patient phone
- Health professional name
- Health professional identification number
- Health professional contact information
- Health professional organization(s)

**ACRS can also be set up for payers!** A patient has to be only an eligible member of a health insurance plan that is offered for the payer.

**Please Note:** Providers and payers interested in using ACRS to its full capacity should also consider enrolling in ADT Notifications, which are messages that are sent when a patient is admitted, discharged or transferred from a hospital or care facility. You can learn more about this service at <https://mihin.org/ADT-Notifications/>.

***ACRS also makes it so authorized persons and organizations can search for care providers who have an active care relationship with a patient. Searches can be made from provider/physician organizations, other health care facilities/organizations, and payers.***

## *Positive Impact on a Patient*

Billy Chen, the four-year-old son of Joan Chen, suffers from a number of health complications. Currently, Billy sees 13 different specialists and physicians.

Joan is relentlessly vigilant in managing Billy's healthcare because she knows his condition and treatments puts him at a higher risk for infection, meningitis, and heart failure. In the past, Joan had to keep all of Billy's physicians and care team members up-to-date with changes in Billy's status. It was an exhausting, manual process and required making lots of paper copies of documents.

Now thanks to ACRS, if there is a change in Billy's status, all of his specialists and physicians are informed. Having a chronically ill child will never be easy, however having a support system working around the clock to ensure her son's providers have the *right information* at the *right time* makes things easier for Joan.



***To learn more about MiHIN's ACRS and what the service can do for you, please visit <https://mihin.org/active-care-relationship-service/>***