



# The Incredible Impact of Actionable Patient Information at the Point of Care

## A Patient Story

At 80 years old, John was in great shape and had had relatively few medical encounters. A few weeks before visiting his doctor's office, John discovered blood in his urine, which turned out to be due to a bladder tumor. Luckily, the tumor could be removed by performing a relatively simple transurethral resection. For his pre-operation risk assessment, John visited his primary care physician, Dr. Lisa Piccione of Desert Ridge Family Physicians, a practice located in Phoenix, Arizona.

Part of the assessment included performing an EKG, the results of which were slightly abnormal. Without any information about John's previous cardiac history, and without sending him to a cardiologist for further clearance and additional testing, Dr. Piccione couldn't approve him for surgery. Plus, sending John to a cardiologist would not only tap into his Medicare dollars but would, more importantly, delay his surgery, which was just two days away. Luckily, Dr. Piccione had access to the Orion Health platform's clinical portal, which provided her with everything she needed to know about John's medical history.

It turned out that, a few months earlier, John had visited the ER for vertigo. At the time of his visit, his provider had ordered a full cardiac work up, including an EKG. That EKG showed the same patterns that Dr. Piccione was seeing the day she met with him, confirming her suspicion that the EKG finding was not indicative of a cardiac concern, but rather his baseline.

Had she not had access to that information, Dr. Piccione would have had to ask John to complete a medical release form, which she would have had to fax to the hospital where he had been treated. Once she had retrieved the records—perhaps days or weeks later—she could have then determined whether further testing was needed.

Alternatively, she could have referred him to a cardiologist for follow up. In either of these scenarios, John would have had to cancel and reschedule his surgery until he could be cleared by his physician. But with all of his information already in the clinical portal, John was able to be cleared by Dr. Piccione the same day and undergo his surgery as scheduled.

Enabling patients like John to get the care they need, when they need it, is one way Orion Health is revolutionizing healthcare, one patient at a time.

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