

CareSpark FAQ



www.carespark.com

Q: Who is CareSpark?

A: CareSpark is a regional health information organization formed to improve health for people in east Tennessee and southwest Virginia through the collaborative use of health information. Regional leaders involved in CareSpark are committed to helping clinicians provide the best possible care for their patients by coordinating with their colleagues and patients to have complete, accurate and timely information at the point of care. As a local non-profit organization, CareSpark strives to reduce the impact of poor health and high cost, thereby improving quality of life for individuals and economic strength for our region.

Q: What does CareSpark do?

A: CareSpark makes it possible for clinicians to request and receive patient-specific information from multiple sources (other healthcare providers, insurers and even from the patients themselves), while also checking with outside sources for recommended clinical guidelines and best practices. CareSpark's system allows clinicians to send patient information electronically through a secure network that is designed to assure and document compliance with HIPAA regulations for protection of privacy and confidentiality. CareSpark's system can help avoid missed diagnoses and errors due to missing information, while also reducing duplication of costly tests and procedures. Information about recommended clinical best practices offers clinicians the ability to stay abreast of latest research, while also encouraging patients to comply with prescribed therapies to better manage and maintain health. More information about the benefits of participation in CareSpark can be found at www.carespark.com.

Q: How is CareSpark being introduced to the community?

A: As CareSpark begins registering clinical users and their patients in summer 2008, information for patients will be distributed through the healthcare office and facilities. Doctors, nurses and front office staff are likely to receive questions from patients who are considering and / or requesting to have their records exchanged through CareSpark's network. Therefore, it is important that healthcare professionals be informed and prepared to respond to requests or questions from patients. To help, CareSpark provides print materials, 20 minute tele-seminars and information on our website. We invite all patients and health professionals to use these materials to learn about CareSpark. To request materials, please contact our office at 423-765-9341 or e-mail Pat Pope, Provider Relations Coordinator, ppope@carespark.com.

Q: Why should we participate in CareSpark?

A: There are many reasons to consider participating in CareSpark:

- To reduce the likelihood of errors or failure to diagnose or treat appropriately because of information missing from a patient's record (current medications, allergies or chronic conditions for which another clinician is delivering care). Results - better outcomes for your patients and lower malpractice claims or insurance costs for your health care organizations.
- To reduce rejected claims for payment for unnecessary, duplicate or ineffective services, which is a mutual concern for health providers and payers
- To increase patient satisfaction with the healthcare organization and services. Today's patients expect convenience and timeliness of access to information via electronic media; in fact, many are surprised to learn that healthcare providers cannot easily exchange information electronically and express annoyance at having to manually fill out the same demographic information on clipboards or hand-carry files from one provider to another. Healthcare providers who use the latest technologies to improve convenience and patient satisfaction enjoy a competitive business advantage

Q: How do we participate in CareSpark?

A: With access to the Internet, clinicians can begin to access patient records through the CareSpark clinician portal by following the process for authorization (sign the user agreement and register for a user id and password, in accordance with CareSpark’s policies). If you use an electronic medical record (EMR) system, you may be able to access and exchange information directly from within your EMR, once an interface and security controls have been configured between your EMR system and CareSpark’s network.

Q: What is the cost to participate?

A: There is no cost to clinicians or their patients for use of the system. CareSpark’s services are funded through contracts with insurers, government agencies and others who benefit financially from the cost-effective delivery of services and improved health outcomes for their respective populations.

Q: What if we choose not to participate as a provider at this time?

A: Because CareSpark strongly believes that participation by clinicians and patients should be voluntary rather than mandatory, we respect the decision not to participate. However, we also believe that CareSpark can bring many benefits to clinicians and patients, and we also believe that your participation will make a difference for our entire community. Therefore, we ask that you review our informational materials before making the decision not to participate, and we urge you to contact us if you have any questions or need additional information.

Q: How can we get our patients registered in this exciting program?

A: Begin the process today by contacting CareSpark. Allow us to explain the logistics to get you started with the use of the system and to provide initial materials to help you get your patients enrolled. We look forward to hearing from you and working with you in this important endeavor!

For More Information Contact:

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