



Lexington Regional Health Center's Digital Front Door Journey

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Please note that the views expressed by the conference speakers do not necessarily reflect the views of the American Hospital Association.



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25 Bed Critical Access Hospital, 250 employees, 14 employed providers



Lexington 12 Month Digital Transformation Journey

2019					2020							
Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug



AHA Leadership Summit

★ Leslie joins AHA Digital Pulse Pilot

★ Lexington Pulse AHA/AVIA Demo

★ Lexington Completes Digital Front Door

★ Lexington Identified 6 Improvement Areas



AHA Rural Conference

★ Leslie Discusses Pulse Benefits at Rural Panel

★ COVID Info Site Launched



Lexington Journey Webinar

★ Team Shares Transformation

- Provider Directory/Search
- Appointment Request/Reminders
- Telemedicine
- Social Media
- CMS Compare
- Network Information/Credentialing

4 months
January – April to
execute change



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Digital Front Door at a glance

Search AVIA Connect | Home | My Connect | My Organization | Discover

Lexington Regional Health Center Dashboard

DIGITAL PULSE OUR TEAM

Get More With CIVIC Membership | Learn More

GET STARTED WITH THE AHA DIGITAL PULSE

The Digital Pulse helps your organization assess, track and compare your progress on different digital capabilities. Use the results of this assessment to:

- Shape your digital priorities and plans
- Get the most from your current implementations
- Plug into relevant knowledge and a network of peers in Connect

COVID-19 Virtual Care

60% Complete

Many health systems shifted the majority of care from in-person to virtual to respond to the COVID-19 pandemic. Now that both patients and provide...

Behavioral Health

0% Complete

Creating a comprehensive behavioral health strategy is critical, especially as organizations move to managing more risk. Organizations need...

AHA Digital Front Door

Basic
Lexington Regional Health Center
Basic +
Network Average

Hospitals and health systems increasingly compete for the commercial consumer against new entrants and big tech. Consumers want easy...

View Setup

COVID-19 Digital Response & Readiness

38% Complete

The COVID-19 pandemic requires healthcare providers around the world to respond to a dynamic healthcare crisis swiftly, efficiently, and...

View Setup



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INNOVATION | Overall Progress: 8 of 8 complete | View

AHA Digital Front Door | Last update: July 10, 2020

Hospitals and health systems increasingly compete for the commercial consumer against new entrants and big tech. Consumers want easy and convenient ways to find, schedule, and access care, on par with their experiences in retail, banking, and travel. Hospitals and health systems need to provide a modern, tech-enabled point of entry - a Digital Front Door.

Lexington Regional Health Center | Network Average

Overall | **Search to Schedule** | **Triage, Navigate, & Treat**

Basic | **Basic +** | **Basic**

Details | Details | Details

ASSESSMENT | MATURITY | ADOPTIONS | TRENDS




Search to Schedule




AS	Provider Directory	■	■	●	■	■	■	■	■
AS	Provider Search	■	■	■	■	■	■	■	■
AS	Ratings & Reviews Transparency	■	■	■	■	■	■	■	■
AS	Consumer Scheduling	■	■	■	■	■	■	■	■

Triage, Navigate, & Treat

AS	Virtual Triage	■	■	■	■	■	■	■	■
AS	Low-Acuity Care Navigation	■	■	■	■	■	■	■	■
AS	Virtual Visits - Asynchronous	■	■	■	■	■	■	■	■
AS	Virtual Visits - Synchronous	■	■	■	■	■	■	■	■

Provider Search – Lexington’s Results

Overall Progress: 8 of 8 complete ×



[View Results](#)

[< PREV](#) **Provider Search** [NEXT >](#)

About

Ability for a consumer to search for and locate a provider or facility

[Learn more about Provider Search](#)

What Good Looks Like

Organizations with a **basic** capability provide a search bar that is primarily aligned around key filtering criteria (specialty, facility, etc) and preferences (gender, language etc) with limited ability to match based on consumer lay terms and clinical relevance.

Organizations with an **advanced** capability are able to provide a consumer grade search experience (look ahead, auto correct, geolocation) with the ability to take in consumer lay terms and multiple search criteria, and match to appropriate clinical terms, with intelligent and configurable routing and relevancy algorithms to match with appropriate providers.

Rate your organization's current capability:

None	Basic	Basic +	Intermediate	Intermediate +	Advanced
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
3%	21%	19%	34%	11%	11%

[View Insights](#) Benchmark of Intermediate based on 60 participating organizations

What are you using or considering to support Provider Search?

[See Examples](#)

In-House Other Not Currently supporting this capability

Find a Provider

Name Family Medicine Specialists Female Spanish



Dr. Francisca Acosta-Carlson
Chief Medical Officer

[READ MORE](#)



Dr. Brady Beecham

[READ MORE](#)

Patient Portal



Patient Portal

Manage your medical records, communicate with your providers, and be more informed about your healthcare!

-  View Test & Lab Results
-  Request Medication Refills
-  Schedule Appointments
-  Send & Receive Secure Messages
-  Review Clinic Notes



For more information please call
Medical Records at (308) 324-8309

Getting started is EASY!

1

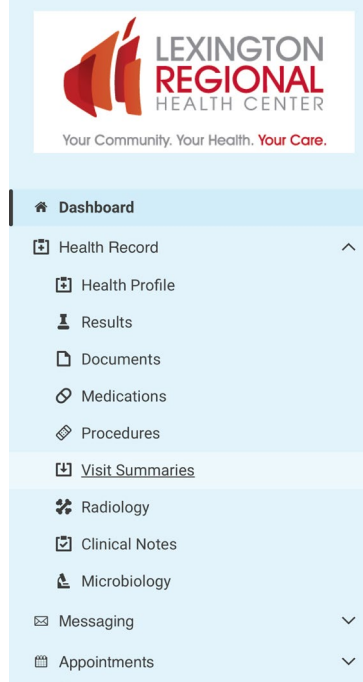
Ask at registration to be signed up for Patient Portal!


2

Accept the invitation sent to your email.

3

Follow the steps outlined on the page.




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- Dashboard
- Health Record ^
- Health Profile
- Results
- Documents
- Medications
- Procedures
- [Visit Summaries](#)
- Radiology
- Clinical Notes
- Microbiology
- Messaging v
- Appointments v

Request Appointment

Request an Appointment

* Indicates a required field.

* **Send request to:**

Select a recipient

* **When would you like to visit?**

First available

Select a date range

Which day do you prefer?

Sun Mon Tue Wed Thur Fri Sat

What is your preferred time?

Example: Afternoon or 2:00pm

* **Why is this appointment needed?**

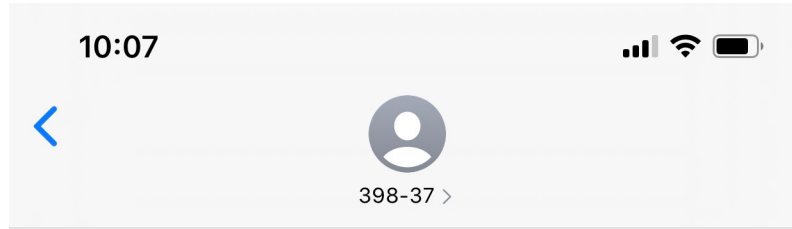
* **If follow-up is needed regarding this appointment, how should we contact you?**

By secure message

By phone (please provide number)

Example: (555) 555-5555

Appointment Reminders - Text, Call, & Email



Text Message
Today 10:02 AM

AMY has an appt at LRHC Family Medicine Specialists, 1105 North Erie on Fri Mar 27 at 8:00 AM. Reply CONFIRM or RESCHED. Questions? [3083248308](tel:3083248308). Reply STOP to stop.



Medicare 4 Star Rating



Rated Hospital in 2019

According to Centers for Medicare and Medicaid Services

Find a hospital

A field with an asterisk (*) is required.

*** Location**

Example: 45802 **or** Lima, OH **or** Ohio

Hospital name (optional)

Search



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In-network and out-of-network

INSURANCE

Lexington Regional Health Center, Family Medicine Specialists, LRHC Emergency Room providers, Dr. Schopp, Dr. Ray, Dr. McCalla, Dr. Saylor, Dr. Pouliot, Dr. Burgess and Dr. Maioley-Lewis are all contracted with the following insurance plans:

- Medicare
- Medicaid
- Medicaid Managed Care (United Health Care Community Plan, Wellcare and Nebraska Total Care)
- Midlands Choice
- United Health Care Commercial Plan
- Aetna
- Blue Cross Blue Shield

If you have questions related to if LRHC is contracted with your insurance plan, please contact our Business Office at 308-324-5651.

For all other specialists, please contact their office directly for their contract information.

COVID-19



308-324-5651

Leaving a Legacy 2019

EZVISIT

Search

Donate



HOME

ABOUT US ▾

YOUR VISIT ▾

SERVICES

PROVIDERS ▾

MEDICAL CLINICS ▾

GET INVOLVED ▾

PAY MY BILL

CONTACT US

CAREERS

Coronavirus Information

More Information



Telemedicine



TELEMEDICINE

Lexington Regional Health Center is now offering sick visits via telehealth! Have a clinic visit from the comfort of your home without having to come in. Please call (308) 324-8308 to schedule a virtual appointment.



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Mental Health Telemedicine

“When COVID-19 hit, people felt hopeless and still needed to be seen. Using telemedicine has been a great way for me to see my patients. With mental health we really focus on the communication and eye contact, something that can be done virtually.”

Ann Young, APRN-BC, PMHNP-BC



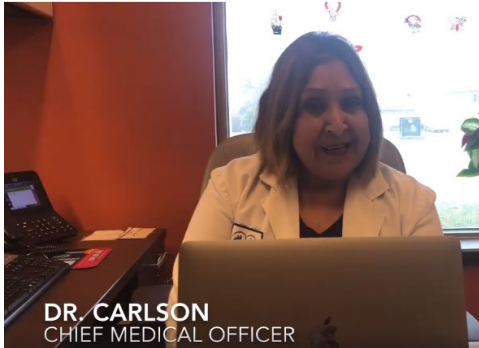
COVID-19 Social Media



Family Medicine Specialists Clinic update! Now seeing patients via telehealth!



! Actualmente Family Medicine Specialists Clinic! Está ofreciendo visitas para favor llame al (308) 324-8308.



Lexington Regional Health Center

April 17 · 🌐

Lexington Regional Health Center, Family Medicine Specialists Clinic waxaan idin I isbadal ka dhacay taas oo ah in buukanada xanuunsan ee lo sid cudurka so socda



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Questions