Lexington Regional Health Center’s Digital Front Door Journey

Amy Schroeder, Chief Strategy Officer
25 Bed Critical Access Hospital, 250 employees, 14 employed providers
# Lexington 12 Month Digital Transformation Journey

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- **Lexington 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
- Team Shares Transformation

- **Lexington Journey Webinar**

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

4 months January – April to execute change
Digital Front Door at a glance
Provider Search – Lexington’s Results

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 (speciality, 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

3%
21%
19%
34%
11%
11%

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

Search companies
Find a Provider

Dr. Francisca Acosta-Carlson
Chief Medical Officer

Dr. Brady Beecham

READ MORE

READ MORE
Patient Portal

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

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.

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

Send request
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. 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

ZIP code or City, State or State

Hospital name (optional)
Full or Partial Hospital Name

Search
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. Maloley-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

Coronavirus Information

More Information
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.
“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

Lexington Regional Health Center
April 17
Family Medicine Specialists Clinic update! Now seeing patients via telehealth.

DR. CARLSON
CHIEF MEDICAL OFFICER

Lexington Regional Health Center
April 17
Actualmente Family Medicine Specialists Clinic está ofreciendo visitas para favor llamar al (206) 524-9598.

SAHRA ALI
SOMALI TURJUUBAANKA

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