







Yale New Haven integrates patient information with Cloverleaf Web Services Adapter

About the company

Yale New Haven Health System (YNHHS), the largest and most comprehensive healthcare system in Connecticut, is recognized for advanced clinical care, quality, service, cost effectiveness and commitment to improving the health status of the communities it serves. YNHHS includes five hospitals: Bridgeport, Greenwich, Lawrence + Memorial, Westerly and Yale New Haven, several specialty networks and Northeast Medical Group, a non-profit medical foundation with several hundred community-based and hospital-employed physicians. To learn more, visit www.ynhhs.org.

Facts at-a-glance

 <p>COMPANY Yale New Haven Health System</p>	 <p>HEADQUARTERS New Haven, CT</p>	 <p>PRODUCT Infor® Cloverleaf Web Services Adapter</p>
 <p>INDUSTRY Healthcare</p>	 <p>EMPLOYEES 22,000</p>	 <p>WEB SITE www.ynhhs.org</p>

Business goals

- Streamline patient appointment scheduling.
- Easily connect patient records between various EMR systems.
- Populate patient records with third-party information to ensure the YNHHS EMR is current and complete.

“With Infor Cloverleaf® Web Services Adapter we are able to ensure we have a current and complete patient record, and to offer patients additional scheduling options that increase the volume of appointments and that improve the patient experience.”

Timothy Cooney, ITS Director, Yale New Haven Health System

Streamlining patient records

Integrates and simplifies patient scheduling

YNHHS uses Infor Cloverleaf Web Services Adapter to bring together third-party patient scheduling and doctor availability, empowering the patient to quickly find a provider with an open appointment. When Cloverleaf enables this real-time information match, appointments are automatically scheduled and the system searches for the patient record. Patient information passes through Cloverleaf for verification of an existing electronic medical record (EMR). Then the patient ID and relevant information is fed into the appointment information. Currently, YNHHS patients book approximately 200 additional appointments per month using this system.

Connects EHR and laboratory orders to facilitate billing

Infor Cloverleaf connects additional, crucial, third-party applications to the primary EMR. For example, as external lab orders come into YNHHS, Cloverleaf connects the order to the patient's record, ensuring accuracy by documenting orders and results, and reducing paperwork. Results are shared with the EMR as well. This shows up in the YNHHS financial results, as it also facilitates billing and revenue generation.

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We use our integrated appointment and health record system, enabled by Infor Cloverleaf Web Services Adapter, to automatically book at least 200 appointments per month. This efficiency is a key patient satisfier. With the connection to patient records and external lab orders, we're then able to retain patients by giving them a seamless clinical experience and offering care and treatment based on a thorough, real-time patient profile.”

Timothy Cooney, ITS Director,
Yale New Haven Health System






Saving time, and money, through connected systems

YNHHS uses Infor Cloverleaf Web Services Adapter to easily build, access, and share web services, to connect disparate applications and to provide reliable data integration inside and outside its firewall. In doing so, it has saved staff time, enhanced the experience of both existing and new patients, and both saved, and earned, real dollars. With patient scheduling, and laboratory order integration, YNHHS not only speeds up its own internal processes, but ensures EMR accuracy by avoiding duplication and avoiding the risk of errors inherent in manual processes. This leads to increased patient trust and outside referrals. What's more, with Cloverleaf, YNHHS avoids transactional vendor fees previously charged by its third-party EMR and patient scheduling vendors.

A solution that grows with the organization

YNHHS and Infor are long-term partners, with YNHHS purchasing Infor Cloverleaf in 2010 as part of its move to a new EMR and long-term strategic plan. Today, YNHHS remains committed to Infor Cloverleaf as part of its ongoing vision to expand its system, both organically by attracting new patients, and through mergers and acquisitions. With established successes in streamlining processes across its organization, it continues to look for new ways to capitalize on Infor Cloverleaf Web Services Adapter out-of-the box functionality in connecting a range of web protocols and data formats including HTTP, XML, SOAP, and RESTful.

Business outcomes

-  Automated booking of approximately 200 new appointments each month
-  Created links to new or existing patient electronic medical record (EMR) system and ID
-  Connected external lab orders and results between EMRs
-  Automated physician and provider availability to allow patients to self-schedule
-  Saved money by eliminating individual transaction fees by a third-party vendor

