



# eceptionist™

## Case Study – UT School of Health Information Sciences – Houston, Texas

### Overview

*In late August 2005, Hurricane Katrina blasted the Gulf Coast of the United States. Louisiana and the Mississippi coast received a significant amount of wind and flood damage. This damage forced thousands of people from their homes.*

Imagine the **power** of the Internet being used to schedule appointments on-line in **real-time** across **multiple facilities**... no more phone calls, answering machines or **unanswered calls** to the service provider.

### Problem

With the devastation brought on by Hurricane Katrina, thousands of evacuee's were left homeless and without medical care. Temporary clinics were set up in Houston, Texas to address the medical needs of these displaced evacuees.

With tens of thousands of Evacuees arriving in Houston on a daily basis some obvious health care concerns came to light. One of the largest problems that resulted in this mass exodus was the lack of critical information to make informative medical decisions. More specifically evacuees needed potentially life threatening health care concerns addressed.

Some examples are included below:

**Healthcare Needs** – There were no patient records. As such, there was no way to know what the patients/evacuees immediate and ongoing health needs were. Some patients/evacuees were unsure of what medication they were on or unable to identify what their illness was.

**Ease of Use** – With various crisis centers being staffed by volunteers who often changed daily, an intuitive system was a must.

[www.eceptionist.com](http://www.eceptionist.com)

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## Solution

Eceptionist partnered with Your Doctor Program, LLP (YDP) and the University of Texas School of Health Information Sciences to manage the project. This partnership is now recognized as the Houston Medical Network. The core platform for the Houston Medical Network is the Eceptionist platform.

Eceptionist was implemented within hours of the partnership being formed. The solution was set up initially at the George R Brown Convention Center, Astrodome, Reliant Arena and the Disaster Recovery Center with subsequent set up at different clinics around the city of Houston.

Eceptionist was initially used to capture evacuee information including demographic, patient, housing and discharge information. Following the initial capture of information, Eceptionist was used to manage the evacuee information and processes associated with delivering healthcare to these patients in and around the city Houston. A summary of how Eceptionist was used to manage the situation is included below:

- Clinic Management– Clinics in Houston that are providing services to the evacuees can use Eceptionist to manage their clinic schedules.
- Centralized Scheduling - Eceptionist can be used by individual clinics as well as the centralized call centers to assist the evacuees in getting their appointments scheduled at the clinics around Houston. With YDP and Eceptionist, authorized participants in the network will have the ability to see a view of what clinic resources are available to ensure that evacuees are seen and treated quickly creating better accountability in healthcare.
- Reporting – Administrators can use Eceptionist to track all of the information captured during the healthcare process and use YDP's best practices to improve healthcare.
- Telehealth Services –YDP has a telemedicine platform enhanced by Eceptionist's Telehealth Manager that can be used by some of the clinics that are participating in the relief effort.

## Benefits

There are myriad of benefits that resulted from the partnership between Your Doctor Program, LLP (YDP), the University of Texas School of Health Information Sciences partnership and Eceptionist.

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A summary of these benefits is included below.

**Quick Implementation** – Eceptionist was implemented and users were trained very quickly. As Steve Winter, Your Doctor Program President stated, “It was less than three days from the day we first contacted E-Cceptionist to the day we were up and running and medical staff and volunteers were trained and evacuee information was entered into the system. Given the chaos surrounding the natural disaster, the implementation of the service was very smooth.”

**Information Captured** - Patient housing and healthcare needs were immediately captured. This allowed administrators to quickly implement structure and processes in an otherwise chaotic situation.

**Scheduling** - Remote and centralized scheduling was immediately available for authorized users around the city. This facilitated getting the evacuees/patients out to the healthcare clinics in the community.

**Web based** – Enabled the roll out of the situation to happen very quickly across the city of Houston.

**Supported the Volunteer Base** –Given that a big majority of the users were volunteers, it was very important for the solution to be intuitive and easy to learn. The volunteer base had no problems learning and using Eceptionist.

**Supports Telemedicine Services** – Eceptionist supports remote telemedicine services.

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