



CUSTOMER
Coordinista

CHALLENGE
Gathering and exchanging disparate healthcare data

SOLUTION
InterSystems IRIS for Health

OUTCOME
Integration times decreased by 95%

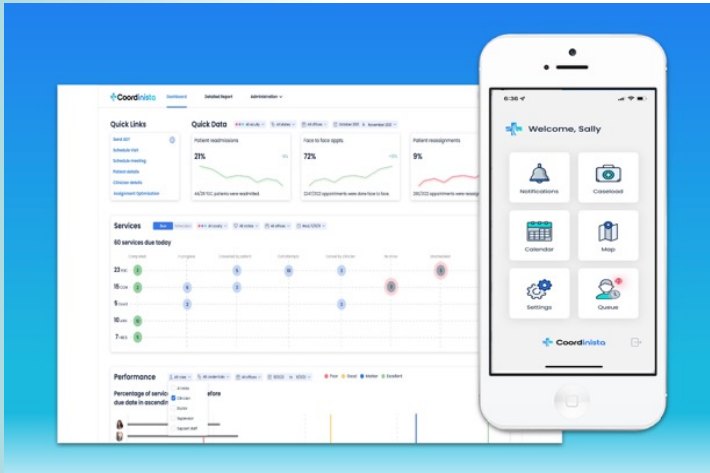
Revolutionizing Field-Based Care Delivery

Coordinista is an innovative, nurse-designed platform that fundamentally transforms field care delivery. The solution helps healthcare organizations boost clinical and business outcomes by optimizing resources, unlocking new revenues, reducing readmissions, and empowering care professionals with the tools they need to succeed. An intuitive mobile app enhances operational efficiency by consolidating and unifying scattered patient data, streamlining workflows, and automating care-team scheduling and routing.

Coordinista uses InterSystems IRIS for Health™ to reduce application development cost and complexity, accelerate time-to-revenue, and improve margins. InterSystems cloud-based service breaks down interoperability barriers, helping Coordinista integrate with diverse healthcare information systems at high speed and scale.

The Challenge: Gathering and Exchanging Disparate Healthcare Data

Field-based care plays a critical role in supporting high-acuity and chronically ill patients, yet the workflows that drive these services remain highly fragmented. Many healthcare organizations rely on a patchwork of disconnected systems and manual processes to coordinate daily field activity. Communication gaps and scheduling inefficiencies can squander valuable clinician time, impair care quality, and impact the bottom line.



Coordinista helps healthcare organizations improve care delivery and financial performance by eliminating information silos and blind spots and automating manually intensive, time-consuming processes. But interconnecting autonomous healthcare systems is no easy task. Different vendors and systems support different data standards and formats. The Coordinista development team needed to find an efficient and scalable way to gather and exchange disparate data.

The Solution: InterSystems IRIS for Health

After evaluating several options, the development team selected InterSystems IRIS for Health to power Coordinista. InterSystems comprehensive, cloud-first digital health development platform provides all the building blocks needed to work with any healthcare data standard. The solution makes it fast and easy for Coordinista to connect heterogeneous healthcare systems and manage diverse healthcare data with built-in support for HL7® FHIR®, HL7 v2, C-CDA, and other standards.

“By repurposing code and eliminating onerous Python scripts, my time to finish each integration has decreased by 95%.”

Paul Norg, Integration Specialist, Coordinista

“We chose InterSystems because it gave us the flexibility and scalability we needed to integrate with any application or vendor in the healthcare ecosystem,” recalls Coordinista founder and CEO Cindy Bauer. “Another major factor was the pricing model. Unlike with other products, we’re not penalized for every API call. That alone removes a huge barrier to innovation and lets us scale without constantly watching transaction counts.”

The Results: Faster Deployments and Stronger Financial Performance

InterSystems IRIS for Health helps Coordinista break down interoperability barriers and speed up product launches and customer installations. By reusing large portions of integration logic from project to project, the company is able to slash development costs and accelerate the pace of innovation.

“By repurposing code and eliminating onerous Python scripts, my time to finish each integration has decreased by 95%,” explains Paul Norg, Integration Specialist, Coordinista. “What once took hours per thousand patients now happens in minutes. IRIS for Health has saved us time and strengthened the accuracy and consistency of the data we deliver.”

These technical gains translate directly into meaningful business benefits. “InterSystems expands our addressable market and boosts our margins,” says Bauer. “It lets us integrate quickly, scale confidently, and deliver the kind of performance our customers expect from a modern field care platform.”

Coordinista in Action: Transforming Risk-Adjustment Operations

A multi-state, value-based care mobile provider, partnered with Coordinista to support a large-scale initiative to more accurately capture patient diagnosis and care needs. The company needed to conduct hundreds of Comprehensive Disease Assessments (CDAs) across dozens of skilled nursing facilities (SNFs) in a matter of weeks.

The mobile provider simultaneously launched two distinct clinical models: an in-person nurse practitioner (NP) model and a hybrid model pairing an in-person nurse with a virtual nurse practitioner. This novel approach allowed the organization to scale clinical resources across geographies while maintaining high-touch care at the bedside.

Coordinista made it possible for NPs and nurses to self-deploy and engage with their assigned members while maintaining centralized oversight. **The provider completed more than 1,400 CDAs across over 40 skilled nursing facilities in just 23 days. The initiative resulted in materially improved documentation completeness and accuracy, enabling care teams to better reflect patient acuity and clinical needs while supporting high-quality, compliant care delivery.**

“Coordinista was instrumental in our rapid launch of our mobile risk-adjustment model,” recalls the organization’s Founder and CEO. “I don’t know how we could have successfully reached our milestones without it.”

Coordinista in Action: Streamlining Mobile Phlebotomist Workflows

A leading mobile-labs service provider partnered with Coordinista to automate phlebotomist workflows and eliminate manually intensive, error-prone processes. Coordinista uses InterSystems IRIS for Health to pull daily lab orders directly from a top EHR provider, making them immediately available for scheduling, routing, and specimen collection in the field.

This integration lays the foundation for a fully closed-loop digital workflow. “Right now, in-field phlebotomists and labs rely on paper printouts and manual entry for each order,” explains Bauer. “With IRIS for Health, we can integrate with both the EHR and the lab system, so orders flow into Coordinista automatically and specimen collection documentation flows directly into the lab system. It’s a level of connectivity the industry simply doesn’t have today.”

InterSystems IRIS for Health lets Coordinista interconnect systems and exchange data with ease. “With InterSystems we can visualize and coordinate information between over a dozen API sets on the EHR side, as well as over a dozen API sets on the Coordinista side,” adds Norg. “The EHR would have taken many more months, if not years, without InterSystems.”

Coordinista in Action: Integrating with a Leading Appointment Scheduling Platform

Coordinista used InterSystems IRIS for Health to streamline integration with a popular appointment scheduling platform to support a mobile-labs service provider client. When another customer using the same booking platform requested similar functionality, Coordinista was able to reuse much of its existing code, reducing implementation time and cost.

“InterSystems IRIS for Health gives us a unified, healthcare-ready integration platform that dramatically accelerates connectivity with external systems and companies,” says Paul, Integration specialist at Coordinista. “Its native support for interoperability standards, secure API handling, and orchestration tools allows us to build, test, and deploy integrations quickly without reinventing core plumbing. Instead of writing custom middleware from scratch, we leverage IRIS’s built-in data transformations, business processes, and monitoring to move faster while maintaining reliability and compliance.”

For More Information

To learn how InterSystems can help your organization overcome complex healthcare data integration and interoperability challenges visit [InterSystems.com](https://www.intersystems.com).