

My Emergency Doctor + InterSystems

**CUSTOMER**

My Emergency Doctor

CHALLENGE

- Fragmented systems
- Timely access to patient data
- Labour-intensive handovers

SOLUTION

InterSystems Health Connect Cloud™

OUTCOME

Scalable interoperability solution gives care teams faster information access, supporting more informed clinical action, smoother care coordination and improved patient safety.

Improving Emergency Care Through Better Interoperability

[My Emergency Doctor](#) is Australia's first telemedicine service staffed by specialist emergency doctors. The company aims to transform emergency medicine by bringing the best possible care to patients, wherever they are. Its services connect senior specialist emergency doctors – Fellows of the Australasian College for Emergency Medicine (FACEMs) – with clinicians and patients 24 hours a day, 365 days a year. The services ease the difficulties of emergency presentation surges, staff shortages and after-hours consultations – for example, allowing hospitals to maintain a regular pattern of FACEM-led board rounds in the middle of the night.

The Challenge: Interoperate with Hospital Systems Quickly and Cost-Effectively

My Emergency Doctor needed to quickly and cost-effectively provide systems interoperability with a major suburban hospital to support an overnight supervision service by facilitating virtual board rounds between emergency department clinicians and emergency specialists. The initiative aimed to improve key performance indicators, including Transfer of Care (ToC) and length of stay.

My Emergency Doctor had previously used a secure file-sharing service to integrate its electronic health record (EHR) system with the systems of its clients, typically regional hospitals with six to eight-bed emergency departments. However, supporting a new virtual board round service for a 60-bed emergency department at a major suburban hospital required a more efficient and streamlined approach. The hospital also indicated its preference to interoperate via the commonly used [HL7](#)® messaging standard.

Delivered immediate workflow improvements by automating the secure exchange of patient data between hospitals and virtual care teams.

The Solution: InterSystems Health Connect Cloud Quickly Integrates Hospital Systems

After signing an agreement with InterSystems, My Emergency Doctor implemented an interoperability solution using [InterSystems Health Connect Cloud™](#) within two months, with subsequent integrations expected to be even faster.

Purchased as a pay-as-you-grow cloud service, Health Connect Cloud also provides enhanced interoperability for My Emergency Doctor's other telemedicine services. This enables My Emergency Doctor to serve larger, more sophisticated healthcare providers and further improve clinical productivity and the patient experience.

The Results: Faster Data Access Improves Decision-Making, Handovers and Patient Safety

"Securely exchanging patient data between hospitals and our clinicians is always front of mind," says Dr Tatiana Lowe, Medical Director, My Emergency Doctor. "Our virtual board rounds rely on accurate real-time data, and when that data doesn't flow smoothly, patient care slows down. Clinically, the interoperability solution's impact has been immediate. Our emergency specialists can access accurate patient information during both board rounds and virtual consults. This improves decision-making, handovers and patient safety."

"Health Connect Cloud offers a scalable solution with a low barrier to entry, perfectly aligning with our growth trajectory," says Ben Rhodes, Head of Technology, My Emergency Doctor. "Initially, the most important benefit was meeting the required timeline by leveraging the hospital's HL7 capability. But with HL7 interoperability, we can also receive more information, get it more quickly, and create a better clinical workflow. If something happens, we get the data immediately, and a nurse doesn't need to check it. And we can integrate with [HL7® FHIR®](#) or use the InterSystems FHIR Server to create a FHIR repository as well."

For More Information

To learn how InterSystems can help your organisation accelerate systems interoperability, visit InterSystems.com/au.

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For information regarding InterSystems approach to AI, visit [InterSystems AI Guidelines](#).

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