Keystone
Health Information Exchange
Service Catalog

Our Service Catalog describes the services KeyHIE offers and ways to obtain them. We are always looking for opportunities to expand our service portfolio. Please reach out to us if you have specific workflows we can assist you with.

TABLE OF CONTENTS

SERVICES

ACO Partnering

Service Description & Features

Accountable Care Organization (ACO) Partnering provides the ability for ACOs to receive notifications and view clinical data. The service benefits ACOs by providing CCDAs to support analytics platform, providing notifications of patient admissions and Emergency Room visits to ACO Case Managers, and providing Case Managers access to the clinical portal to review documentation across the ACO.

Users of this service will receive a KeyHIE Portal Account to view patient clinical data from other participating clinical facilities.

CCDA Scorecard

Service Description & Features

The CCDA Scorecard is a personalized numerical and letter grade scoring critique performed on your CCDA data. The Scorecard allows providers to see the quality of how their electronic health record (EHR) generates CCDAs and pinpoints areas of where key data element improvements can be made. This benchmarking tool allows KeyHIE participants to proactively self-test their CCDAs and also assists the KeyHIE implementation team with validation testing in the KeyHIE portal.

The results from the scoring can be used for clinical quality reporting and help drive quality initiatives. Improving the CCDA grades across our healthcare community will allow more clear and consistent clinical data sharing and CCDA document interoperability.

Clinical Portal

Service Description & Features

Clinical Portal provides a single point of entry to view patient specific information including Demographics, Encounters and Allergies, Medications, Laboratory, Radiology, Problems and Procedures and Transcribed documents via the web. The portal manages and maintains the authentication and authorization, privacy and security and auditing of user actions. Clinical Portal includes Clinical Document Viewer and Summary Viewer.

Clinical Document Viewer provides the ability to view clinical summaries and documents via a laptop, desktop and iPad web browser. Its features include viewing and accessing clinical lab-test results, summary of care records and specialist consult documents.

Summary Viewer provides a high-level summary of clinical documents specific to each patient. For example, it provides a summary of clinical lab-test results, summary of care records, and specialist consult documents.

DIRECT Secure Messaging

Service Description & Features

KeyHIE DIRECT Secure Messaging brings healthcare professionals closer together with a secure, encrypted email service that makes it easier to send and receive messages and attachments with protected health information (PHI).

- Integrated with the Keystone Health Information Exchange, providing access to KeyHIE participant directory
- KeyHIE is one of PA's certified health information service providers (HISPs)
- Enables providers to meet meaningful use stage 2 – transitions of care and patient engagement measures
- Real-time provider notifications for transitions of care and ACO Requirements
- Lab results and hospital reports delivered to your mailbox
- Support for web-mail or integration with many Electronic Health Record (EHR) systems
- Deliver patient referrals to a specialist to coordinate patient care plans
- Provides ability to audit your own secure message delivery
- Delegate access for support staff to manage mailbox on behalf of provider
- Competitive pricing and bulk rates available

It is available via a laptop, desktop or iPad web browser.

To use this service, users must have a KeyHIE Provider Portal account and a KeyHIE DIRECT Secure Messaging account.

eHealth Exchange Gateway: The Sequoia Project

Service Description & Features

eHealth Exchange is the nationwide health information exchange that includes all 50 states, four federal agencies (DoD, VA, CMS, SSA), hospitals, medical groups, dialysis centers and pharmacies supporting 100 million patients. In November 2016, KeyHIE

connected with Guthrie Health System and in June 2017, KeyHIE connected with the Veteran's Affairs (VA). The eHealth Exchange can be accessed in within the KeyHIE (Orion) Provider Portal.

eHealth Exchange Gateway creates a secure, standards-based, auditable and bi-directional connection between KeyHIE and the eHealth Exchange enabling users to share and query complete patient information with other HIEs/HIOs and federal agencies.

Users of this service will receive a KeyHIE Portal Account to view patient clinical data from other participating entities.

KeyHIE Notifications & Information Delivery Service (IDS)

Service Description & Features

The KeyHIE Information Delivery Service (IDS) enables healthcare providers to subscribe to receive real-time alerts, notifications and important documents on their patients, based on individual preferences. These updates can be delivered via text (SMS), email, Direct or into your electronic health record (EHR), if capable.

This method of secured information delivery allows providers to access real-time patient information to efficiently coordinate care and monitor their patients.

IDS keeps providers informed.

IDS facilitates a patient's transition of care by allowing providers to stay well-informed about their patient's health status using the following available subscription types:

- Inpatient admission notifications
- Emergency admission notifications
- Lab results delivery
- Discharge summaries
- ED summaries

- Inpatient discharge notifications
- Emergency discharge notifications
- Radiology reports
- Consultation notes
- CCDA

IDS is designed in a configurable way to allow for new subscription types to be implemented quickly and easily.

IDS subscription types available.

Subscriptions can be setup through the following:

1. **Patient-Provider**: Based on the provider and patient relationship, providers may subscribe to receive important updates on his/her patient. These relationships include: primary care physician, referring physician and many more.

2. **System-System:** Based on the relationship between healthcare facilities, KeyHIE can deliver important patient information from one healthcare organization to another.

3. **Patient Portal:** Provides patients with notifications when medical information becomes available in their personal health record, MyKeyCare.

To use this service, users must have access to their EHR, their KeyHIE Provider Portal account, or a KeyHIE DIRECT Secure Messaging account. A list of the type of information current participants are contributing to KeyHIE is provided at the end of this document.

KeyHIE Transform

Service Description & Features

KeyHIE Transform provides interoperability for Long Term & Post-Acute Care (LTPAC), Home-Health, Emergency Medical Services (EMS), Hospice and CCD Exchange Services without an EHR to participant in an HIE. KeyHIE Transform extracts key patient information from the MDS (Minimum Data Set) or OASIS (Outcome and Assessment Information Set) and converts it into a standardized CCDA (Continuity of Care Document or clinical care summary). It extracts clinically relevant National Emergency Medical Services Information System (NEMSIS) data from the Patient Care Report (PCR) and converts it into a standardized HL-7 CDA R2 document or clinical summary and electronically delivers EMS-provided patient care information directly to the patient's care team. KeyHIE Transform also converts Hospice Item Sets into encounter data for delivery into the HIE.

KeyHIE Transform meets and exceeds HIPAA and personal health information security standards. In addition, it is based on HL7 standards, which means the technology is nationally interoperable and standardized.

Benefits:

- Helps meet Meaningful Use Stage 2 requirements for reimbursement.

- Minimal computer skills needed to operate; minimizes staff time on phone calls, faxing and waiting for paperwork.

- Meets national (HL7) standards for interoperability.

Users of this service will receive a KeyHIE Portal Account to view patient clinical data from other participating clinical facilities. Visit http://transform.keyhie.org/ for more information.

MyKeyCare

Service Description & Features

MyKeyCare is a secure, online patient portal which allows patients to view medical documents from multiple KeyHIE-participating facilities. MyKeyCare allows patients to download medical documents, message their healthcare team, and request an appointment or prescription renewal. Patients can view educational material, share access with a trusted loved one, and enter/upload data. Patients' identities are securely verified and authenticated using LexisNexis.

Payor Partnering

Service Description & Features

Payor Partnering provides the ability for Payors to receive notifications and view clinical data. The service benefits Payors by providing notifications of patient admissions and Emergency Room visits to Case Managers and providing Case Managers access to the clinical portal to review documentation across the ACO.

Users of this service will receive a KeyHIE Portal Account to view patient clinical data from other participating clinical facilities.

Pennsylvania (PA) Department of Health (DOH) & Department of Human Services (DHS) Reporting

Service Description & Features

KeyHIE provides a way for healthcare professionals to send information to PA DOH and DHS via the PA Public Health Gateway (PHG). PHG is a single connection that streamlines provider reporting into the following Commonwealth public health registries:

- Electronic Lab Reporting (ELR)
- Pennsylvania Cancer Registry (PCR)
- Pennsylvania Statewide Immunization Information System (PA-SIIS)
- Electronic Clinical Quality Measurement (eCQM)

As part of these ongoing initiatives, PA DOH is also exploring other PHG connectivity services for future availability, including integration with the Prescription Drug Monitoring Program (PDMP).

To access PHG services, provider organizations must connect to KeyHIE and be approved by the Commonwealth to onboard to the PHG and to the desired public health registry connection. Funding incentives may be available.

Role-Based Notifications/Reminders

Service Description & Features

Features of this service include notifying patients, physicians, and other healthcare professionals with real-time clinically relevant information, including notifications for hospital admissions, emergency room visits and reminders for preventative/follow-up care.

To use this service, users must have access to their EHR.

Summary Viewer

Service Description & Features

Summary Viewer provides a high-level summary of clinical documents specific to each patient. For example, it provides a summary of clinical lab-test results, summary of care records, and specialist consult documents. Access is available via a laptop, desktop, or iPad web browser.

SERVICE IMPLEMENTATION & SUPPORT

Additional information to include pricing and next steps in obtaining a service listed may be obtained by emailing KeyHIESupport@KeyHIE.org or by calling 570-214-9438.

Support is available 24/7. Help with resolving problems and issues with services can be obtained via email during regular business hours at KeyHIESupport@KeyHIE.org or after hours at 570-271-8092.

PARTICIPANT CONTRIBUTION BY CATEGORY

The following chart represents the type of information current participants are contributing to KeyHIE. If you are interested in receiving notifications or document delivery of these items, please contact 570-214-9438.

PARTICIPANTS (county)	REGISTRATION	ENCOUNTERS	INPATIENT / ER DOCUMENTS	OUTPATIENT CLINICAL DOCUMENTS	LONG TERM POST ACUTE CARE DOCUMENTS	HOME HEALTH / HOSPICE DOCUMENTS	LAB RESULTS	PATHOLOGY	RADIOLOGY REPORTS	EKG RESULTS
A Community Clinic (Columbia)	✓			✓						
Ahmad Wardeh, M.D. (Northumberland)	✓									
Albright Care – Normandie Ridge (York)	✓	✓			✓					
Albright Care - Riverwoods Senior Living (Union)	✓	✓			✓					
Albright Care - LIFE Lebanon (Union)	✓	✓			✓					
Albright Care - LIFE Lycoming (Lycoming)	✓	✓			✓					
Albright Care - LIFE Lancaster (Lancaster)	✓	✓			✓					
Allied Services Home Health & Hospice (Lackawanna)	✓	✓				✓				
Allied Services Transitional Rehab Unit (Lackawanna)	✓	✓	✓							
Central Penn Gastro Associates (Union)	✓	✓		✓						
CHS – Moses Taylor Hospital (Lackawanna)	✓	✓	✓						✓	
Clarion Forest VNA (Clarion)	✓					✓				
Clarion Hospice (Clarion)	✓	✓								
Columbia Montour Area Agency on Aging (Columbia)	✓									
CPGI Endoscopy (Union)	✓	✓		✓						
Danville Ambulance (Montour)	✓			✓						

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Deer Meadow Home Health (Philadelphia)	✓					✓				
Delta Medix (Lackawanna)	✓			✓					✓	
Endless Mountains Health System (Susquehanna)	✓		✓				✓		✓	
Endless Mountains Health System Clinic (Susquehanna)	✓			✓						
Evangelical Hospital (Union)	✓	✓	✓				✓	✓	✓	✓
Evangelical Physician Practices (Union)	✓	✓		✓						
Family Home Medical (Northumberland)	✓					✓				
Family Practice Center										
• Elizabethville (Dauphin)	✓			✓			✓			✓
• Elysburg (Northumberland)	✓			✓			✓			✓
• Enola (Cumberland)	✓			✓			✓			✓
• Halifax (Dauphin)	✓			✓			✓			✓
• Harrisburg (Dauphin)	✓			✓			✓			✓
• Harrisburg - Bronstein & Jeffries (Dauphin)	✓			✓			✓			✓
• Harrisburg - Colonial Park (Dauphin)	✓			✓			✓			✓
• Harrisburg - Commerce (Dauphin)	✓			✓			✓			✓
• Herndon (Northumberland)	✓			✓			✓			✓
• Hershey (Dauphin)	✓			✓			✓			✓
• Hughesville (Lycoming)	✓			✓			✓			✓

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Lewisberry - Red Cedar (York)	✓			✓			✓			✓
Lewisburg (Sleep Center) (Union)	✓			✓			✓			✓
Loysville (Perry)	✓			✓			✓			✓
Lykens (Dauphin)	✓			✓			✓			✓
Lykens - Bower (Dauphin)	✓			✓			✓			✓
Mechanicsburg (Cumberland)	✓			✓			✓			✓
Middleburg (Synder)	✓			✓			✓			✓
Mifflinburg (Union)	✓			✓			✓			✓
Mifflintown (Juniata)	✓			✓			✓			✓
Millersburg (Dauphin)	✓			✓			✓			✓
Montoursville (Lycoming)	✓			✓			✓			✓
Mt. Pleasant Mills (Snyder)	✓			✓			✓			✓
Muncy - Yordy (Lycoming)	✓			✓			✓			✓
New Cumberland (Cumberland)	✓			✓			✓			✓
Selinsgrove (Synder)	✓			✓			✓			✓
South Williamsport (Lycoming)	✓			✓			✓			✓
Steelton Kambic (Dauphin)	✓			✓			✓			✓
Steelton Wewer (Dauphin)	✓			✓			✓			✓
Sunbury (Northumberland)	✓			✓			✓			✓
Valley View (Schuylkill)	✓			✓			✓			✓

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• Watsontown (Northumberland)	✓			✓			✓			✓
• Williamsport (Lycoming)	✓			✓			✓			✓
• Williamsport - Campbell Street (Lycoming)	✓			✓			✓			✓
• Williamsport - River Avenue 1 (Lycoming)	✓			✓			✓			✓
• Williamsport - River Avenue 2 (Lycoming)	✓			✓			✓			✓
Gateway Health Plan (Allegheny)	✓									
Geisinger Health Plan (Montour)	✓									
Geisinger Health System:										
• Bellefonte (Centre)	✓	✓		✓			✓	✓		✓
• Benton (Clinton)	✓	✓		✓			✓	✓		✓
• Berwick (Clinton)	✓	✓		✓			✓	✓		✓
• Bloomsburg General Surgery & Women's Health Center (Columbia)	✓	✓		✓			✓	✓		✓
• Bloomsburg Pediatrics (Columbia)	✓	✓		✓			✓	✓		✓
• Bloomsburg Reichart Road (Columbia)	✓	✓		✓			✓	✓		✓
• Catawissa (Columbia)	✓	✓		✓			✓	✓		✓
• Cold Springs (Huntingdon) (Huntingdon)	✓	✓		✓			✓	✓		✓
• Dallas Family Practice (Luzerne)	✓	✓		✓			✓	✓		✓

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• East Stroudsburg (Monroe)	✓	✓		✓			✓	✓		✓
• Elysburg (Northumberland)	✓	✓		✓			✓	✓		✓
• Frackville Family Practice (Schuylkill)	✓	✓		✓			✓	✓		✓
• Geisinger Family Health Assoc. - Big Valley (Mifflin)	✓	✓		✓			✓	✓		✓
• Geisinger Family Health Assoc. – Lewistown (Mifflin)	✓	✓		✓			✓	✓		✓
• Geisinger Family Health Assoc. – Mifflintown (Juniata)	✓	✓		✓			✓	✓		✓
• Gray's Woods (Centre)	✓	✓		✓			✓	✓		✓
• Hazleton (Luzerne)	✓	✓		✓			✓	✓		✓
• Juniata (Juniata)	✓	✓		✓			✓	✓		✓
• Kingston (Luzerne)	✓	✓		✓			✓	✓		✓
• Kistler Clinic (Luzerne)	✓	✓		✓			✓	✓		✓
• Knapper Clinic (Montour)	✓	✓		✓			✓	✓		✓
• Kulpmont (Northumberland)	✓	✓		✓			✓	✓		✓
• Lewisburg (Union)	✓	✓		✓			✓	✓		✓
• Lock Haven (Clinton)	✓	✓		✓			✓	✓		✓
• Lycoming (Lycoming)	✓	✓		✓			✓	✓		✓
• Mahanoy City Family Practice (Schuylkill)	✓	✓		✓			✓	✓		✓
• Millville (Columbia)	✓	✓		✓			✓	✓		✓

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• Milton (Northumberland)	✔	✔		✔			✔	✔		✔
• Moosic Family Practice (Lackawanna)	✔	✔		✔			✔	✔		✔
• Moshannon Valley (Centre)	✔	✔		✔			✔	✔		✔
• Mountaintop (Luzerne)	✔	✔		✔			✔	✔		✔
• Mount Pleasant (Monroe)	✔	✔		✔			✔	✔		✔
• Mount Pocono (Monroe)	✔	✔		✔			✔	✔		✔
• Nanticoke (Luzerne)	✔	✔		✔			✔	✔		✔
• Nicholson (Wyoming)	✔	✔		✔			✔	✔		✔
• North Washington (Luzerne)	✔	✔		✔			✔	✔		✔
• Northumberland (Northumberland)	✔	✔		✔			✔	✔		✔
• Orwigsburg Family Practice (Schuylkill)	✔	✔		✔			✔	✔		✔
• Patton Forest - NON CPSL (Centre)	✔	✔		✔			✔	✔		✔
• Pittston (Luzerne)	✔	✔		✔			✔	✔		✔
• Pottsville (Schuylkill)	✔	✔		✔			✔	✔		✔
• Scenery Park (Centre)	✔	✔		✔			✔	✔		✔
• Selinsgrove (Snyder)	✔	✔		✔			✔	✔		✔
• South Wilkes-Barre (Luzerne)	✔	✔		✔			✔	✔		✔
• Sunbury (Northumberland)	✔	✔		✔			✔	✔		✔
• Tunkhannock (Wyoming)	✔	✔		✔			✔	✔		✔

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Geisinger Hospitals:										
• Geisinger – Bloomsburg (Columbia)	✔	✔	✔				✔	✔	✔	✔
• Geisinger – Community Medical Center (Lackawanna)	✔	✔	✔				✔	✔	✔	✔
• Geisinger Holy Spirit (Cumberland)	✔	✔	✔				✔	✔	✔	✔
• Geisinger – Lewistown (Mifflin)	✔	✔	✔				✔	✔	✔	✔
• Geisinger – Shamokin (Northumberland)	✔	✔	✔				✔	✔	✔	✔
• Geisinger - Wyoming Valley (Lackawanna)	✔	✔	✔				✔	✔	✔	✔
• Geisinger - South Wilkes-Barre (Luzerne)	✔	✔	✔				✔	✔	✔	✔
Geisinger - Bloom Health Care Center (Columbia)	✔	✔			✔					
Geisinger - Home Care & Hospice (Montour)	✔					✔				
Geisinger - Mountain View Care Center (Lackawanna)	✔				✔					
Geisinger Professional Orthopaedics Associates (Lackawanna)	✔			✔					✔	
Green Hill Family Practice (Cumberland)	✔			✔						
Guardian Elder Care:										
• Brookline Healthcare & Rehabilitation Center (Juniata)	✔	✔			✔					
• Carleton Healthcare & Rehabilitation Center (Tioga)	✔	✔			✔					

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• Darway Healthcare & Rehabilitation Center (Sullivan)	✓	✓			✓					
• Epworth Healthcare & Rehabilitation Center (Tyrone)	✓	✓			✓					
• Hillview Healthcare & Rehabilitation Center (Blair)	✓	✓			✓					
• Marion Manor (Clearfield)	✓	✓			✓					
• Meadow View Healthcare & Rehabilitation Center (Susquehanna)	✓	✓			✓					
• Milford Healthcare & Rehabilitation Center (Pike)	✓	✓			✓					
• Mountain Top Healthcare & Rehabilitation Center (Luzerne)	✓	✓			✓					
• Richfield Healthcare & Rehabilitation Center (Juniata)	✓	✓			✓					
• Richland Healthcare & Rehabilitation Center (Cambria)	✓	✓			✓					
• Ridgeview Healthcare & Rehabilitation Center (Clearfield)	✓	✓			✓					
• Guardian Healthcare and Rehabilitation Center (Nanticoke) (Luzerne)	✓	✓			✓					
Geisinger - Jersey Shore Hospital (Clinton)	✓	✓	✓				✓		✓	
Geisinger Jersey Shore Medical Associates (Clinton)	✓			✓						

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Heinz Transitional Rehab Unit (Luzerne)	✓	✓	✓							
Keystone ACO (Montour)	✓									
Kanouse Medical Group (Columbia)	✓			✓						
Juniper Village (Centre)	✓	✓								
Meadows Nursing & Rehabilitation Center (Luzerne)	✓	✓			✓					
Mount Carmel Nursing & Rehabilitation Center (Northumberland)	✓				✓					
Northeastern Eye Institute (Lackawanna)	✓	✓		✓						
Northeastern Rehabilitation Associates, PC (Lackawanna)	✓			✓						
OSS Health Provider Group (York)	✓			✓						
Pagana & Pagana-Defazio Family Medicine (Northumberland)	✓			✓						
Pennsylvania Ambulance (Lackawanna)	✓			✓						
Peritech Home Health (Clearfield)	✓					✓				
Peter E. McNeil, MD (Northumberland)	✓									
Presbyterian Senior Living (PSL):		✓								
• PSL Cathedral Village (Philadelphia)	✓	✓								
• PSL Greenridge Village (Cumberland)	✓	✓								
• PSL Kirkland Village (Northampton)	✓	✓								
• PSL Quincy Retirement (Franklin)	✓	✓								
• PSL St. Andrew's Village (Indiana)	✓	✓								

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• PSL Ware Presbyterian Village (Chester)	✓	✓								
• PSL Westminster Village in Allentown (Lehigh)	✓	✓								
• PSL Westminster Woods (Huntingdon)	✓	✓								
• PSL Windy Hill Village (Centre)	✓	✓								
• PSL Village at Hollidaysburg (Blair)	✓	✓								
PrimeMed (Lackawanna)	✓			✓						
Renal Consultants of Wyoming Valley (Luzerne)	✓			✓						
Ricardo Carter, M.D. (Mifflin)	✓									
Schuylkill Medical Center – East Norwegian Street (Schuylkill)	✓	✓	✓				✓		✓	
Schuylkill Medical Center – South Jackson Street (Schuylkill)	✓	✓	✓				✓		✓	
Scranton Orthopedics Specialists (Lackawanna)	✓			✓						
Select Medical Danville (Montour)	✓	✓								
Springfield Medical Center (Northumberland)	✓									
Saint.Joseph Internal Medicine Group (Northumberland)	✓									
Union Snyder Area Agency on Aging (Union)	✓									
UPMC Susquehanna Health:										
• Cancer Treatment Center (Lycoming)	✓	✓	✓				✓	✓	✓	✓

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Divine Providence Hospital (Lycoming)	✓	✓					✓	✓	✓	✓
Lock Haven Hospital (Clinton)	✓	✓	✓				✓	✓	✓	✓
Muncy Valley Hospital (Lycoming)	✓	✓	✓				✓	✓	✓	✓
Soldiers & Sailors Memorial Hospital (Tioga)	✓	✓	✓				✓	✓	✓	✓
Sunbury Community Hospital & Outpatient Center (Northumberland)	✓	✓	✓				✓	✓	✓	✓
The Williamsport Hospital (Lycoming)	✓	✓	✓				✓	✓	✓	✓
Susquehanna Health Medical Group (Lycoming)	✓	✓		✓						
UPMC Susquehanna Home Care (Lycoming)	✓					✓				
UPMC Susquehanna Hospice (Lycoming)	✓	✓								
The Wright Center (Lackawanna)	✓			✓						
Traditional Home Health Care (Lackawanna)	✓					✓				
Valley View Retirement Community (Mifflin)	✓	✓								
VNA Health System in Shamokin (Northumberland)	✓					✓				
VNA Lewisburg Home Health (Union)	✓					✓				
VNA Centre HomeCare, Inc. (Centre)	✓					✓				
VNA Lewistown Home Health (Mifflin)	✓					✓				

PARTICIPANTS (county)	REGISTRATION	ENCOUNTERS	INPATIENT / ER DOCUMENTS	OUTPATIENT CLINICAL DOCUMENTS	LONG TERM POST ACUTE CARE DOCUMENTS	HOME HEALTH / HOSPICE DOCUMENTS	LAB RESULTS	PATHOLOGY	RADIOLOGY REPORTS	EKG RESULTS
VNA Community Nursing Service of Clinton County (Clinton)	✓					✓				
VNA of Central Pennsylvania (Dauphin)	✓					✓				
Wayne Memorial Hospital (Wayne)	✓	✓	✓				✓		✓	
Wayne Memorial Physician Group (Wayne)	✓	✓		✓						
West Shore Family Practice (Cumberland)	✓			✓						