

ble to visit offices to assess staff work flows. User Groups are also available for continued support and encouragement.

TESTIMONIALS

“We are happy with the system. As time goes by we are finding its use wonderful. So we would really like others to join.....” Fortuna PCP Office Manager

“We love IRIS. I wish all referrals would come through IRIS.....” Eureka Specialty Office Referral Coordinator

“I hate using the fax machine now. Foundation authorizations are so easy in IRIS.....” Fortuna PCP Office Referral Coordinator

LOCAL ADMINISTRATION

IRIS is administered locally by the Humboldt-Del Norte Foundation for Medical Care.

For more information, please contact:

Katie Vinson

North Coast Referral Network

Medical Office Coordinator

kvinson@hdnfmc.com

707.443.4563, ext. 47

North Coast Referral Network

Secure patient referral & scheduling for providers

IRIS

Internet
Referral
Information
System



The
Foundation

The North Coast Referral Network is a local project funded by the California HealthCare Foundation. The Humboldt-Del Norte Foundation for Medical Care received a grant from California HealthCare Foundation to implement the North Coast Referral Network for our community. The Foundation chose to use IRIS. IRIS was created as a patient referral network in the Cook County Health System (the Chicago, Illinois area) approximately 5 years ago. The North Coast Referral Network (NCRN) is an adapted version of IRIS and has been in use in a limited capacity in Humboldt County since September 2009. NCRN continues to expand with additional specialty and primary care practices added every one to two weeks.

IRIS (Internet Referral Information System) is a web-based patient referral system that incorporates clinical rules of the practice's design, along with flexible order processing and management capabilities. IRIS has been designed for patient referrals between Primary Care Providers (PCP), Hospitals and Specialists. IRIS was developed to allow providers to interact easily by removing obstacles such as IT system incompatibilities, operational policies, and training procedures. IRIS's sole require-

ments are a workstation with Internet access and Microsoft Internet Explorer 6.0 or newer.

USER INTERFACE

At the heart of the IRIS design is an intuitive user interface that accommodates all skill levels. The user interface uses pull-down lists and fill-in-the-blank techniques. IRIS is built to run on web browsers like Internet Explorer 6.0 or newer. There is not a special need for any additional equipment or software.

SECURE WEBSITE

IRIS has been designed to be fully HIPAA compliant. The system uses 128 bit SSL encryption. The system conforms to the healthcare industry's highest security standards, which exceeds HIPAA requirements.

REFERRAL TRACKING

IRIS provides the ordering physician and patient with a unique number for each referral when it is created. This number allows tracking and an audit log captures every interaction with the User ID and a timestamp.

REFERRAL COMMUNICATIONS

IRIS is built to close the communication loop between PCP offices and specialty

offices. When a referral is scheduled by a specialty office, a notification is sent to the referring provider. If the patient fails to show for their appointment for the specialty referral, a notification is sent to the referring provider. After the patient is seen the consult result is uploaded to IRIS and a notification that results are available is sent to the referring provider.

ADAPTABILITY

IRIS is built to accommodate various clinic structures. The NCRN staff will work with each office to ensure that IRIS is set-up for each practice and that work flows are adjusted accordingly with as little disruption as possible.

AUTHORIZATION SUBMISSION

The NCRN implementation of IRIS will automatically send referrals requiring authorization for Foundation-managed patients to the Foundation. No extra paperwork need be submitted by your office!

TRAINING SUPPORT

The NCRN provides training and support for every specialty and primary care office. In most cases NCRN has staff that is availa-