



*"The Novo implementation was invisible to my practice, and now results are flowing seamlessly from the hospital into my EMR."*

*Dr. Michael Galang, DO (NY)*

*"Novo saves a tremendous amount of time. It's helped reduce medical errors. It's a significant enhancement to our practice."*

*Dr. Raymond Harrison, Harrison and Harrison Internal Medicine (TX)*

## The Challenge

Physician offices are caught in a flood of information. Even a small practice can receive hundreds of pages of paper documents daily from their affiliated hospitals and outpatient testing providers, including lab results, transcribed reports, face sheet data and more.

Much of that information is automatically sent by information systems without regard to what the practice actually requires. Thus, the majority of what the practice receives is not needed – duplicate and preliminary results, results for referred patients, inpatient labs, etc.

Managing this flood of information is not only error-prone, but wastes effort and resources for both the hospital and the practice due to:

- Paper and toner costs
- Mail and courier costs
- Gathering, filtering, discarding and sorting unwanted documents
- Callbacks for misplaced documents

This issue is further complicated as practices deploy Electronic Medical Records (EMRs). In these practices, there is additional effort to scan and import documents into the EMR.

Competitive pressures from inpatient and outpatient service providers - especially large reference labs who deliver lab results electronically - have created a new challenge for hospitals - *to increase referrals by making it easier for the physician practice to refer patients to your organization than to any other.*

Traditional technologies cannot help achieve this goal. Portal-based solutions require excessive effort by the physician staff to retrieve data and do not provide automated exchange with EMRs. Interface engines are too complex and costly to be deployed in a community setting.

To overcome these barriers, Novo created the Novo Grid. The Grid exchanges information between hospitals and a variety of remote physician practices in the most cost effective, secure and manageable manner possible.

## The Solution

*Novo has created an exchange solution built upon software Agents. Agents are essentially intelligent "robots" that are easily installed in the hospital and each practice to manage the exchange of information according to hospital and practice requirements.*

Agents use the Novo Grid to securely exchange information with other Agents in a private community over the Internet – but without the effort and expense required to build point-to-point interfaces and complex security infrastructures.

Agents collaborate via the Grid to determine what information is to be shared. Results, reports and face sheets can be delivered from the hospital to physician practices; physicians can place hospital orders and exchange referrals with other physicians. Agents are continually evolving to allow exchange with a wide variety of other community participants.

Agents are intelligent and can be easily configured through a simple interface to deliver only information the practice desires, dramatically reducing unneeded transactions.

Unlike point-to-point interfaces, Agents can interact with people or computers in various ways, so Agents can improve information exchange with every physician practice in the community, whether they are paper-based or using an EMR.

For practices that are paper-based, Agents deliver filtered transactions to a work list in the practice. Office staff can easily interact with the Agent to print the specific information they require with minimal effort.

For practices that have EMRs or that use document management systems, the Agent can deliver information as HL7 transactions, Adobe pdf documents or in other formats as needed.

*Perhaps most importantly, Novo provides all the technical expertise required to manage these interfaces, freeing hospital staff from having to develop relationships and expertise for every EMR system in the physician community.*

## Benefits

The Novo Grid improves information exchange between hospitals and physician practices to improve physician loyalty, increase referrals, improve patient care, reduce material costs and increase staff efficiency. The Novo Grid:

- Reduces or eliminates unnecessary expense, effort and material waste (paper, toner, fax, mail)
- Interfaces directly with EMRs throughout the community
- Reduces document management efforts in paper-based practices
- Reduces lost documents, callbacks and speeds clinical decision-making and follow-up
- Provides reliable delivery, improved privacy and security and a complete audit trail
- Quickly installed; remotely configured, managed and supported