

Better Technology. Healthier Washington.

How tech infrastructure updates will improve individual health care delivery.

Richard is a 60-year-old Medicaid recipient who was recently hospitalized for a cardiac episode.

He has been discharged from the hospital and sent home, but he needs additional support: transportation to future appointments, assistance with food preparation, and funds to cover overdue utility bills.



Current obstacles navigating health and wellness.



Future improvements from ongoing health infrastructure updates.

- ✗ Richard or his designee will have to make phone calls to multiple organizations and navigate the scheduling of all these services.
- ✗ Referrals from the hospital are then manually transferred to the appropriate organizations and services, usually by fax and phone call, which can take a lot of time.

- ✚ Referrals are placed by the discharging facility, and those respective organizations then take on the responsibility of reaching out to Richard to offer transportation, food, or financial assistance.
- ✚ Those referrals are transferred instantaneously and electronically, so clear communication and coordination can occur in a more patient-focused manner.