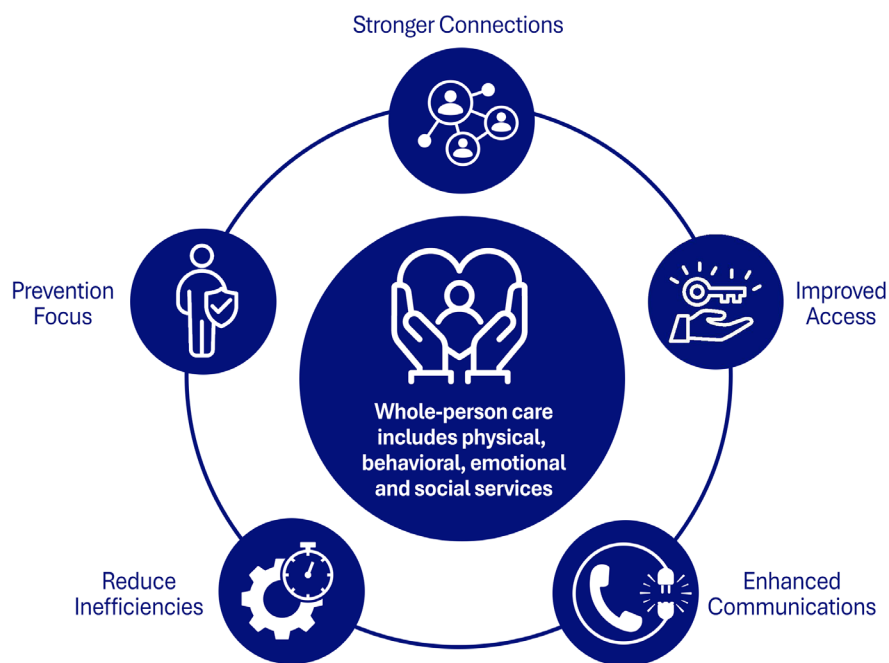


# New Hampshire Care Connections

We are a network of health care and human services providers and community-based organizations supporting individuals and families' needs in real-time by:

- Making it easier to connect people to the services they need.
- Protecting people's confidentiality and privacy as they navigate the healthcare system.
- Ensuring effective follow up care and best health outcomes.

## How NH Care Connections Benefits People and Communities



- **Stronger connections** to supports and services to ensure better care and improve people's long-term health.
- **Improved access** to care and services by creating more pathways and warm handoffs to care.
- **Enhanced communications** and collaboration throughout the patient experience to ensure better outcomes.
- **Reduce inefficiencies** by leveraging new technologies to coordinate care and reduce overlaps and wait times.
- A focus on **prevention** creates stronger upstream relationships by connecting people to the supports they need to maintain optimal well-being.



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# New Hampshire Care Connections

## How NH Care Connections Works

**NH Care Connections** members improve people's experience with the healthcare system to create better health outcomes. Our work:

- Reduces the burden on people, families and providers.
- Creates stronger connections to supports and services.
- Strengthens privacy and confidentiality protection.
- Helps inform and improve healthcare policy.

## NH Care Connections Benefits Providers and Community Organizations

We ensure providers can quickly communicate with one another and their patients to coordinate care, leading to positive health outcomes. Our work reduces redundancies in workflows so we all, including patients and families, are on the same page in real time.

DHHS and DMAVS have partnered with two technology companies, **Unite Us** and **PointClickCare**, to improve the referral process for patients and providers. The network leverages **Unite Us** and **PointClickCare**'s platforms to support increased collaboration and improve how providers and community organizations communicate and coordinate care. When network members connect their patients to care outside of their organization, these new technologies allow them to maintain visibility into their patient's follow up care, ensuring referrals work as intended and services are provided as needed.

## How NH Care Connections Protects Personal Privacy

**NH Care Connections** protects people's privacy and confidentiality by ensuring no information is shared unless the people who are receiving care give their consent. Patients work directly with their providers to ensure data is available only to providers that are authorized by patients to access their data.

The two technologies, **PointClickCare** and **Unite Us**, provide enhanced protection of patient data and comply with all applicable State and federal privacy laws. These platforms apply restricted viewing permissions to referrals, cases, assessments and screenings. When a provider refers their patient for services in another location, the referral is only viewable to the patient's care team, including the sending and receiving organization, as well as the patient.



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