



# ACCESS PATIENT HEALTH RECORDS IN A CLICK

Let's face it. Relying on your patients to recall their complete medical history may not always prove accurate. Using our Patient Health Record tool makes this process a little easier.

When you see patients covered by Empire and an affiliated medical plan, you can validate medical data that's relevant to dental care in an easy-to-access and secure environment. Patient Health Record allows all in-network doctors to collaborate on our members' care.<sup>1</sup> You'll see when medications have been prescribed by other doctors, if the patient is being treating for a health condition that may affect their oral health, lab test results and more.

Network providers can submit feedback on patient care gaps, enter clinical observations, and record patient vitals—all supporting whole-person care. Every in-network health care provider participating in that patient's care will have the most up-to-date information. The power of Empire's virtual collaboration gives providers the ability to identify potential gaps in patient care—like diabetes or heart disease.

## A convenient way to find useful health information about your dental patients

**Why use it?** Patient Health Record can save you time and give you a complete view of your patients' overall health, which can help you treat conditions more effectively.

**Who benefits?** Both you and your patients benefit because access to valuable health information can help you make more informed decisions.

**When is the right time to use it?** Any time you see a patient with Empire dental benefits who is also covered by one of our medical plans. You can check for available health information any time you log in to the Availity portal—for example when verifying eligibility or obtaining an authorization.

**Where can you find it?** Patient Health Record is located in the Availity.com portal on the Eligibility and Benefits page. You can also find it in the lower left-hand corner of the Payer Spaces page.

**What information will you see?** When health information is available, you will see relevant data<sup>2</sup> that may include prescription medications, recent diagnoses, care alerts and lab test results. We'll also let you know if the patient is enrolled in one of our care management programs.

You will have access to relevant prescription drug history. If your patient forgets to mention they are taking a specific medication that causes dry mouth, it could cause various dental issues for your patient. With more complete patient information, you will be able to help address conditions sooner. Plus, this type of virtual collaboration can help identify potential gaps in patient care—like diabetes or heart disease—so those gaps can be closed faster.

To use Patient Health Record, visit [Availity.com](https://www.availity.com). If you're not already using Availity, you will need to register. For registration assistance, call Availity Client Services at **1-800-AVAILITY (282-4548)**. **Still have questions?** Contact us at **866-947-9398**.

<sup>1</sup> This collaboration is allowed under the Health Insurance Portability and Accountability Act (HIPAA).

<sup>2</sup> Patient Health Record does not list patient health information that falls within the category of sensitive services. (Some examples may include, but are not limited to, records relating to HIV/AIDS, mental health, reproductive services, abuse, genetic information, and substance use disorder).  
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