The Problem

Providers are struggling to realize the full value of their complex and expensive EHR deployments. Despite promises of automating the access and exchange of patient information, EHRs almost always contain duplicate records and frequently fail to interoperate with other EHRs. This prevents doctors from gaining longitudinal, 360-degree views of patients—which increases costs, risk, and redundant tests, and decreases the quality of patient care.

Most of the problems EHRs are experiencing boil down to an inability to match records together that belong to the same patient. Whether the matching is done by a Master Patient Index (MPI) built into the EHR, by a separate MPI, or by a separate matching engine altogether, the EHR becomes the window through which a lack of accurate matching becomes apparent.

While EHRs and MPIs typically claim match rates of 90-95% or higher, many providers do not realize that achieving these rates requires very clean data as well as a massive manual effort—when a matching engine cannot definitively make a match, it sends the potential match to a queue of tasks that a team of data stewards must manually review and resolve.

This matching problem is exacerbated when information is being exchanged between providers, due to differences in data quality and data governance. This presents one of the biggest obstacles in achieving interoperability between EHR systems.

The Solution

Verato offers a cloud-based solution that uses a new paradigm in matching—called referential matching—to automatically match 98% of patient records regardless of data quality and despite differences in data governance across providers. In doing so, Verato facilitates the interoperability of EHR systems and enables providers to dramatically reduce duplicate records without manual effort and without performing exhaustive data quality exercises.

Verato’s referential matching engine matches each patient record to an identity in its reference database CARBON™. If both records match to the same CARBON identity, then they match to each other.

CARBON contains a vast array of commercially available identity data that spans over 30 years and includes old and incorrect data as well as new and accurate data. Every data element in CARBON is constantly rated for validity, authenticity, and consistency, and sophisticated algorithms and linguistic rules ensure that the right identity information is associated with the right person. Because of this, the Verato referential matching engine can match two records to a CARBON identity—and then to each other—even when those records contain identity data that is different, out-of-date, incorrect, or incomplete.

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ABOUT VERATO
Verato offers a cloud-based platform that matches and links customer records and identities across systems and enterprises. Verato uses the most accurate "referential matching" engine, achieving the highest match rates in the industry, allowing commercial, healthcare and government organizations to develop a single view of their customers, patients and citizens. Verato delivers sub-second performance and securely scales to hundreds of millions of transactions to support the largest organizations. Verato maximizes time-to-value and minimizes total cost of ownership because there is no on-premise software to implement. Verato is based in McLean, VA.

1American Health Information Management Association (AHIMA), January 2016; 2Office of the National Coordinator for Health Information Technology (ONC), August 2015

**Benefits**

- Maximize patient matching accuracy without having to keep patient data clean and up-to-date.
- Quickly and automatically resolve the manual task list of potential matches generated by an EHR or MPI.
- Discover duplicate records that the EHR or MPI has missed.
- Facilitate interoperability of EHRs by matching records together despite different data standards across EHRs.
- Validate incoming records in real-time at registration, to prevent duplicates and ensure correct information has been entered.

**A 360-Degree, Longitudinal View of Patients**

A true longitudinal view of a patient cannot be achieved unless all medical records about that patient can be identified and linked within an MPI, as well as accurately exchanged with other providers. Verato identifies duplicate patient records within EHRs and MPIs and facilitates the exchange of patient records between providers.