

Epic Integration

Connecting **health** and **social care**

OVERVIEW OF EPIC INTEGRATION

The Unite Us Platform is integrated into Epic to give health system users critical insight into their patients, simplified workflows, and connection to a powerful network in their communities. The SMART on FHIR app makes it easy for care coordinators to send secure, electronic social care referrals, and care summary writeback ensures clinicians have valuable information about their patients at the point of care.

- **Partner Name:** *Epic*
- **Partner Product Names:** EpicCare Ambulatory, EpicCare Inpatient, Compass Rose, Healthy Planet
- **Integration Type:** SMART on FHIR application, HL7 v2
- **Common Users:** Community Health Workers, Case Managers, Patient Navigators, Social Workers, Primary Care Physicians



Benefits of Integration

- Gain insight into a patient's social care history within your EHR.
- Put fewer clicks between care team members and closed-loop social care referrals for your patients.
- Connect patients with a powerful network of CBOs to receive social services.

“We are bringing the best of our human capabilities to build a stronger network of care using an extraordinary technological tool. For the first time in the country, you can launch a closed-loop referral system from an electronic medical record.”

- Healthy Communities Director at Cone Health

IMPLEMENTATION OVERVIEW

Integration Considerations and Requirements:

- Download the Unite Us Application from Epic's Connection Hub.
- Request the Unite Us Implementation guide from Epic.
- Confirm whether your system is Epic hosted (determines whether users access Unite Us via a Citrix VPN hosted by Epic).
- If implementing a care summary writeback, then integration with Redox is required. Redox is a third-party vendor that Unite Us contracts with on HL7 functionality. Using this service is covered by the cost of integration.

Timeline

We typically spend two weeks on discovery and team alignment followed by eight weeks (on average) of joint technical implementation. The exact timing depends on factors like the number of users, complexity or configurations, decision-making speed, and whether an Epic upgrade is required to support integration.

Recommended Personnel

Including the following personnel part time ensures the most efficient implementation:

Role	Responsibilities
Project manager	<ul style="list-style-type: none"> • Works with Unite Us to manage the project, ensuring the project's success
Interface analyst	<ul style="list-style-type: none"> • Configures interface with Redox • Provides Unite Us with configuration values
EHR analyst	<ul style="list-style-type: none"> • Configures where the care summary appears in your EHR • Supports connection and integrated testing
Network analyst	<ul style="list-style-type: none"> • Assists with VPN connectivity and troubleshooting
Health information manager	<ul style="list-style-type: none"> • Determines generic note type for filing social care summaries in your EHR
Subject-matter experts	<ul style="list-style-type: none"> • Represent your end users • Have deep knowledge of current workflows, needs, and expectations
Implementation team member	<ul style="list-style-type: none"> • Coordinates implementation process • Provides project plan and other documentation
Solutions delivery engineer	<ul style="list-style-type: none"> • Coordinates implementation with Redox • Works with your organization's analyst on configuration • Configures Unite Us and Redox necessary setup • Performs connection and integrated testing
Implementation manager	<ul style="list-style-type: none"> • Configures integration and establishes connection
Technical support analyst	<ul style="list-style-type: none"> • Supports your organization's analysts

ADDITIONAL INFORMATION AND RESOURCES

To learn more about Unite Us, check out our [solutions for providers](#) or download additional resources on our [Knowledge Hub](#). For more information on this integration, please reach out to your Unite Us representative or connect with us at www.UniteUs.com/demo.