

Who Can Use WISHIN Pulse?

One of the most frequently asked questions WISHIN receives is, "Who can use WISHIN Pulse?" The short and simple answer is: anyone who has access to patient health records and is involved in providing care to patients or supporting the provision of care. These can include MDs, advanced practitioners such as PAs and APNPs, nurses, medical assistants, care managers, EMS first responders, and intake clerks.

As with electronic health record (EHR) systems, WISHIN Pulse has role-based security defining access to specific types of data based on the role of the user. WISHIN clients decide the roles to which each of their authorized users is assigned.

For most hospitals, the first set of end users they enable are those working in their emergency departments (EDs) since that is where it is most likely a patient has medical records originating elsewhere and may not be able to verbally provide information about his or her clinical history. Through WISHIN, ED teams can access critical patient data that could affect how they proceed with patient care in an emergency situation.

Other users who can benefit from access to WISHIN Pulse include:

- **Primary-care physicians and clinical staff** can see results and care summaries from hospitals or specialty clinics to which they've referred patients.
- **Providers at hospitals and specialty clinics** can get a better look at the complete medical history of their referred patients.
- **Skilled-nursing and long-term-care staff** can review medications and recent procedures before or as patients arrive rather than waiting hours to have the information faxed or taking extra time on the phone trying to track down the records.
- **Care managers** can better coordinate care by seeing a more complete picture of where their patients have been receiving care and what care they have received.
- **Hospital pharmacists** can review allergies, medications, recent test results, and diagnoses.
- **Medical management staff** from health care payer organizations can use the clinical data available in Pulse for prior authorization, care management and the collection of quality data.
- **First responders** can query patient information upon dispatch or en route to a call and get reliable medication lists, allergy information and recent test results.
- **Billing agents for EMS and ambulance entities** can use WISHIN Pulse to access face-sheet data to expedite their billing and collection process without relying on hospital personnel to manually fulfill their requests.

WISHIN Pulse can be thought of as a supplement to an organization's EHR system, providing visibility into care delivered elsewhere. The information available through WISHIN comes from other organizations that have also agreed to the terms of participation with WISHIN as to permitted uses of the data.

If you are the WISHIN administrator for an organization and are considering adding more users or, if you work at a health organization and would like to enable end-user access to WISHIN, contact your implementation specialist via email at wishin.support@wishin.org or by phone at (608) 274-1820.