



Connect Oregon + SW Washington

Presenters



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Unite Us

Community Engagement

Manager

he/him/his

What is Connect Oregon?



Connect Oregon **connects health care and social service providers** to deliver integrated whole person care through a shared technology platform, Unite Us. Through the network, partners can:

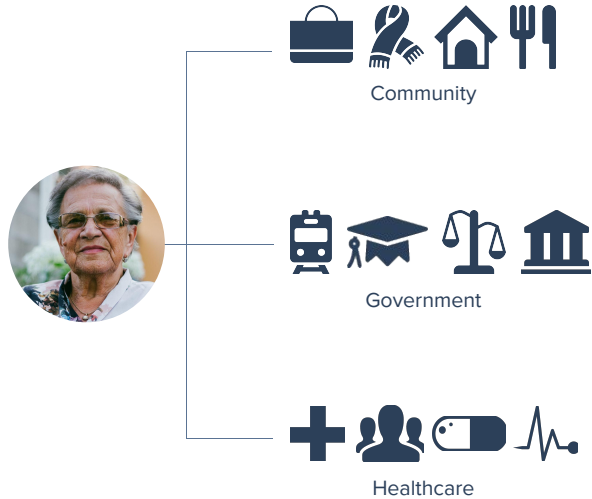
- Send and receive electronic referrals
- Securely share client information
- Track outcomes together
- Inform community-wide discussion

Connect Oregon:

- Is provided at **no cost** to all community-based organizations and community health centers
- Referrals can be sent between CBOs, Health Systems, and any other service partner who is in the networks
- Each partner decides what level of participation is appropriate and has full control to modify its participation settings

Why are we here?

Unaddressed social needs negatively impact health and wellbeing, but service provision is often fragmented.



Different collaboratives and community initiatives have been working to address social needs for years.

Health and social care providers

both lose visibility after their patients are discharged.

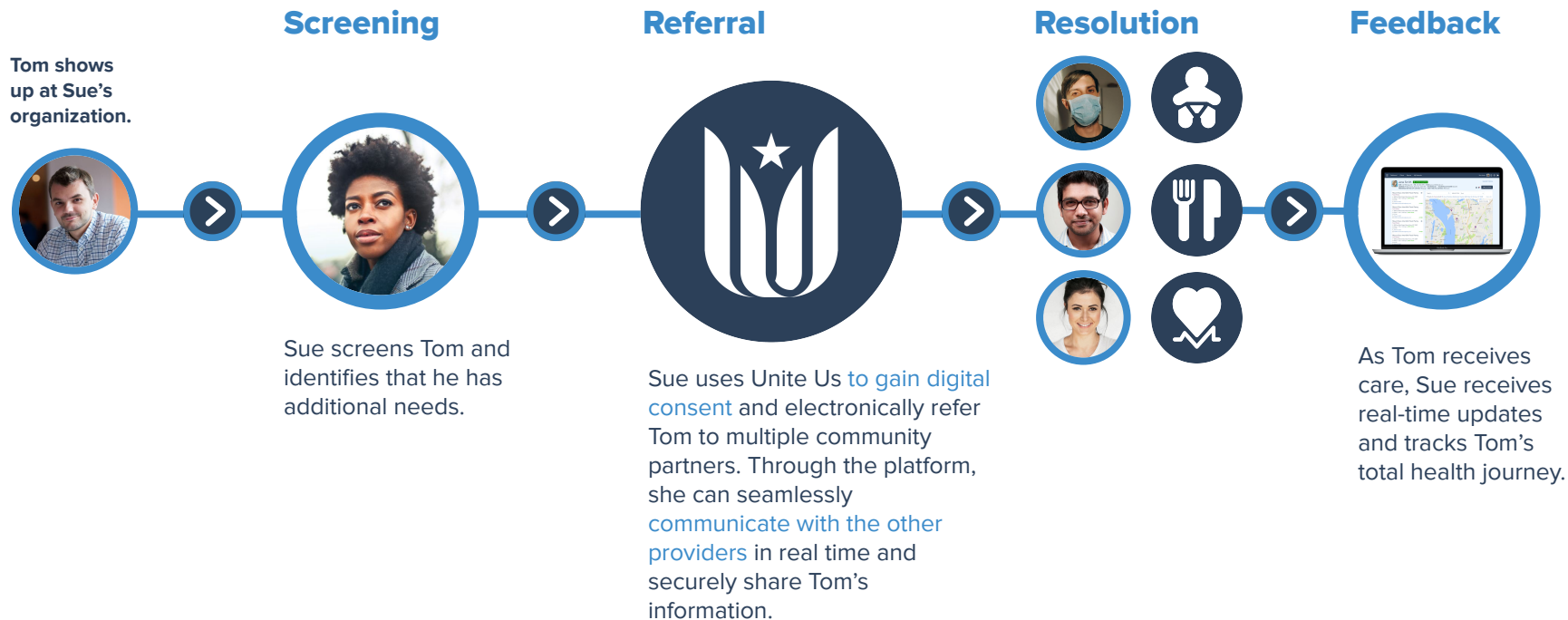
Connecting people to community resources

can be confusing, time intensive, and not secure, and the outcome is often hard to track.

Vulnerable patients seek clinical care for social problems,

causing unnecessary utilization of healthcare services.

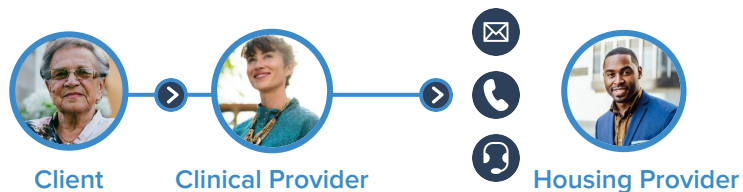
Connecting People to Care



Scalable tracking and coordination.

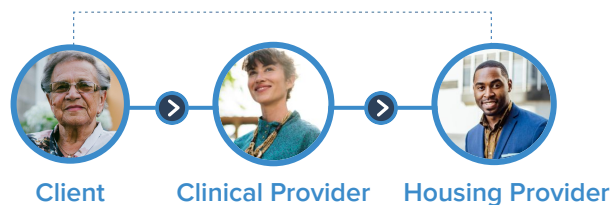
Trading the old for the new.

Traditional Referral



- ❌ Providers cannot always exchange PII or PHI securely
- ❌ Limited prescreening for eligibility, capacity, or geography
- ❌ Clients must contact each organization they were referred to
- ❌ Providers have limited insight or feedback loops
- ❌ Client data is siloed and transactional data is not tracked

 UNITE US



- ✅ Information is stored and transferred on Unite Us' HIPAA, FERPA, FIPS, and 42 CFR Part 2-compliant platform
- ✅ Clients are matched with the provider(s) they qualify for
- ✅ Information is captured once and shared on clients' behalf
- ✅ Providers have insight into the entire client journey
- ✅ Longitudinal data is tracked to allow for informed decision-making by community care teams

Multi-layered Access and Controls

Patient-Level Consent

- Informed consent to share information with the network
- Digital signature, patient-directed, opt-out option, document stored at facesheet



User Authorized Roles

- Limits access for specific users based on their role within an organization
- Limits access to data and abilities to take certain actions in software



Program Service Type Viewing Permissions

- For example, a housing provider (non-clinical) will be blocked from viewing PHI or medical cases
- All providers cannot view details of legal services after a lawyer has accepted a referral

Sensitive Service Type Permissions

- Protected classes/ service types closely guarded beyond PHI (e.g. Substance Use)
- Additional restrictions and configurations to limit sharing of sensitive data



Join Connect Oregon!

Submit your Partner Registration Form

What services does your organization provide?

What programs will you be receiving referrals for?

What is the program's eligibility?
Which staff will be sending and receiving referrals?

What users permissions do they need?

Attend a Partner Spotlight

Learn about what services network partners provide

Showcase your services to network partners to enhance collaboration and receive appropriate referrals

Attend a New User Orientation

Attend this session to meet other users, learn tips and tricks, and get better acquainted with all the platform has to offer!

Become a Community Board Advisory Member

Provide network guidance, partner support, and be a leader in incorporate existing community best practices into the network.

Thank you!

