

## Provider Directory Key Messages

### Key Message #1: Our core belief

Providing Oregonians with high-quality care means making sure providers can get patients the services they need, when they need them.

- When patients need different types of care, their providers need a quick and easy way to find each other and share information
- Health care is safer and more effective when the patient's history, needs and preferences are shared with the right people at the right time

### Key Message #2: The problem

The healthcare community knows that accurate provider information is hard to find and even harder to maintain

- Keeping up-to-date provider information is a challenge for many healthcare organizations
- It's common practice to search many different places for accurate referral information
- It's hard to keep up with the latest changes - When practitioners move locations, transition to a new practice, or change affiliations, finding where to send patient information is especially challenging

### Key Message #3: The solution

The Oregon Provider Directory is a go-to source that makes it easy for our healthcare community to find and connect with providers practicing throughout the state.

- Healthcare leaders have been clear: Oregon needs a statewide solution that makes it easy to connect. And OHA is committed to making that happen.
- The Oregon Provider Directory gives providers one, trusted place to get accurate information. It saves time, streamlines care coordination, and ensures patient information goes to the right place on the first try.
- It allows practitioners and their staff to quickly and easily share patient information and coordinate care through the channel of their choice—by phone, mail, email, or Direct secure messaging.
- The healthcare community can be confident it's accurate because it's built using data from trusted, verified sources like the Oregon Common Credentialing Program.

### Key Message #4: The benefits

Together with our partners, OHA is committed to maintaining a statewide provider directory that benefits healthcare providers and their patients.

- The Oregon Provider Directory is a statewide provider directory that increases accuracy, saves time, and improves care for patients.

## Provider Directory Key Messages

- It is a single, trusted source for complete information about healthcare providers in Oregon—what they practice, where they practice, and how to get in touch with them.

### Key Message #5: Support

The Oregon Provider Directory is coming online soon, and OHA will provide support, resources and tools along the way.

- What to expect during implementation:
- In Fall 2018, OHA will begin transitioning users from our current no-cost Flat File Directory service to the Oregon Provider Directory. They will be the first to use and contribute data to the new system.
- In 2019, OHA will begin pulling in verified data from the Common Credentialing program. This will lay the foundation for a more robust directory of 55,000+ providers.
- As data continue to mature, the Provider Directory will become available to a broader base of users.
- OHA is committed to getting the directory right. We've worked with stakeholders in the healthcare community to develop a solution that is accurate and useful, and we're investing in dedicated data stewards to ensure it stays that way.
- OHA is offering support and consultation so practitioners and staff can make the most of the Provider Directory.