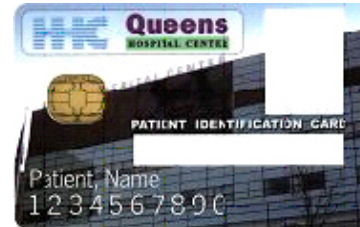




Queens Health Network

The Queens Health Network (QHN) provides over 1 million ambulatory care visits annually to the 2 million residents of Queens, New York. QHN includes two leading acute-care facilities, Elmhurst and Queens Hospital Centers, 15 community-based medical centers and practices, and 6 school-based health centers. The network provides preventive and healthcare services throughout the borough.



QHN began as a means to offer something better to patients. QHN was already paperless, with emergency medical records (EMRs) implemented at the two acute-care facilities, so adopting smart card technology was the next logical step. "We're trying to change our focus to improving health outcomes by moving information better," states Al Marino, QHN's CIO. "We want to be able to share information not just within our own health system, but within the community, and so patients have access to their information. We're excited about patients being able to provide their information in emergency situations." The card facilitates delivery of care by providing access to patient summary information in an emergency setting, which is especially helpful for patients whose primary language is not English.

Elmhurst Health Connection cards will be issued to about 14,000 patients of the Adult Primary Care service at Elmhurst Hospital. Card issuance is the first step in trying to share more patient information with physicians in the NYC Health and Hospitals Corp., of which QHN is a member, so that smart cards become part of the organization's information infrastructure. Each card carries the patient's photo ID and contains a 64 KByte chip that contains data such as the patient's name, address, emergency contact, allergies, current medications, and recent lab results. The cards are updated automatically at each patient visit.

The health network has provided free, read-only software and card readers to the emergency rooms at 10 other New York City hospitals. It hopes to work with local hospitals as well as ambulance systems to provide them with software and readers and anticipates providing software and readers to the following organizations:

- Other voluntary hospitals in Queens, including North Shore/Forest Hills
- St Vincent's Medical Centers
- City ambulances

QHN has spent about \$200,000 on the program since July 2002 and hopes to obtain grant money to expand the program to areas such as Women's Health Services.

Currently, QHN is collaborating with the other providers in the borough to implement and further develop applications to improve patient safety and the health outcomes of the communities that QHN serves.

This profile was developed by the Smart Card Alliance Healthcare Council for the white paper, "Smart Card Applications in the U.S. Healthcare Industry." For more information about how smart cards are used for secure identity and other applications, please visit the Alliance web site at <http://www.smartcardalliance.org>.