



## Enhanced Identity Management

WITH ADDRESS VERIFICATION AND GEOCODE



Reduces address entry time by up to 80 percent and cuts back data entry errors at point of capture by more than 20 percent.



Enables processing over 3 million address records per hour.

## Address verification technology for data quality and integrity in healthcare

Coordinated, accountable, patient-centered care is reliant on access to high quality data. Duplicate, erroneous and incomplete information across multiple systems and settings of care lead to poor clinical and operational decision making, redundant provision of services, needless waste and inefficiencies, and network-wide productivity losses.

To help solve the fundamental challenge of address data management in healthcare, NextGate partnered with Loqate, a GBG solution, to create an enhanced address verification and geocode solution within its market leading **Enterprise Master Patient Index (EMPI)** and **Provider Registry** platforms. The integration of Loqate’s address intelligence technology ensures address data is captured, enhanced, and maintained with the highest accuracy possible.

## Address data verification and enrichment

Address intelligence refers to the validation, standardization and geocoding of a mailing address. Address verification technology ensures the correct address is entered and consistently formatted to help healthcare organizations proactively manage, detect and eliminate data quality issues. This means addresses are always accurate, standardized, and up to date for a trusted, reliable patient or provider record..

- Data capture and verification of address information against official mailing database, including the U.S. Postal Service (USPS), Royal Mail and Canada Post.
- Parsing, matching, formatting and enhancement of address, which includes correcting spelling errors, adjusting abbreviations, and populating missing information (such as zip code or suffix).
- Geocoding provides longitude and latitude coordinates. Reverse geocoding can also use longitude and latitude coordinates to create address data.
- The result is better data quality, streamlined billing, improved communications/outreach and an enhanced patient experience.

### EMPI + ADDRESS VERIFICATION FOR COVID-19 RESPONSE

80%

of coronavirus test results are missing important demographic data needed to track and manage patients.

50%

of coronavirus test results do not have address demographic information, causing significant burdens and delays.

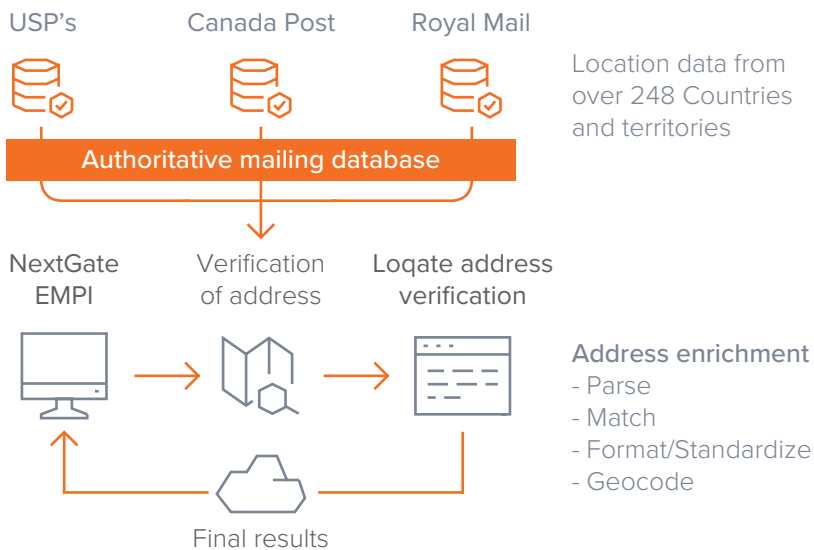
Source: Council of State and Territorial Epidemiologists, June 2020

# The power of “where” in healthcare

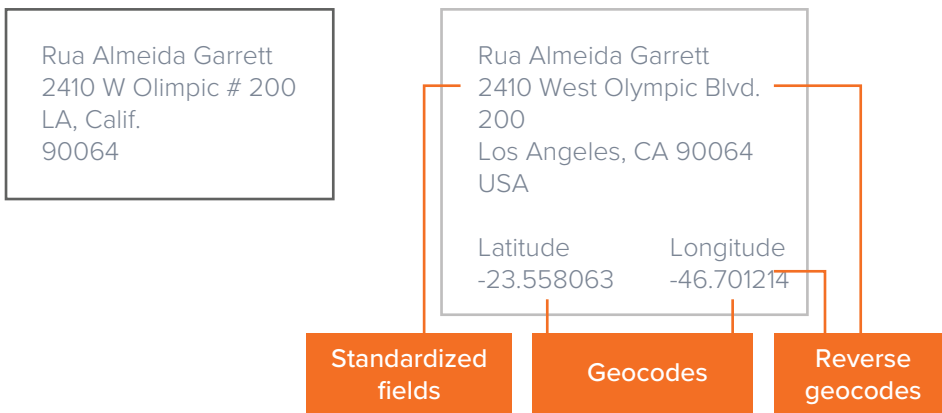
As an individual’s precise location becomes more important in helping organizations tackle social determinants of health (SDOH), address intelligence can be useful for identifying populations at risk for disease, natural disaster or poverty. For healthcare providers looking to enhance the integrity of their analytic projects with “where,” address intelligence adds a new dimension to EMPI capabilities.

The added benefit of address intelligence as part of NextGate’s Provider Registry serves to benefit providers and patients in cases of in-network physician searches and referrals.

## Here’s how it works



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## CUSTOMER SUCCESS STORY:

### Queensland Health

#### Challenge:

Queensland Health sought to reduce specialist outpatient waiting lists and improve access to specialist services across their hospital and health services.

#### Solution:

Queensland Health implemented NextGate’s Provider Registry to build a state-wide Referral Service Directory (RSD) that gives General Practitioners reliable access to referral information and enables better clinician and patient satisfaction.

Queensland Health transformed their provider data management capabilities, using our Provider Registry, powered with Loqate’s Address Verification, to:

- Improve patient safety using prioritization rules, timely referrals and referral tracking
- Improve efficiency resulting in improved waiting times for specialist outpatients
- Leverage address intelligence to find service providers based on patient and provider location

## ABOUT **NEXTGATE**

NextGate is the leading provider of identity matching solutions that connect the healthcare ecosystem to help organizations promote interoperability and overcome the clinical, operational and financial challenges that result from duplicate records and siloed systems enabling seamless data exchange, enhanced clinical decision-making and value-driven care. **For more information, visit [www.NextGate.com](http://www.NextGate.com).**