RHODE ISLAND HIE

Medical Providers Success Stories

These stories highlight how organizations are already using the Consent Tool to strengthen patient trust, improve care coordination, and support informed decision-making.

Intake Coordinator, Core Service Agency

"We've integrated the Consent tool into both our intake and training workflows because it's essential for initiating treatment, and more than that, it empowers patients from day one. While it's a requirement, it also serves as a meaningful opportunity to educate patients about their rights and choices. They gain a clear understanding of who can access their information and why, which helps them feel more in control and supported. This not only builds trust but also strengthens the therapeutic alliance, allowing our care team to deliver more personalized, effective support right from the start."



Patient Trust



Care Coordination

Licensed Clinical Social Worker, Federally Qualified Health Center

"I use the Consent Tool to access critical background information that helps me provide the most appropriate support to my clients. With a more complete view of their history, I can ensure they're receiving the care they truly need. After meeting with the HIE, I gained a clearer understanding of how to leverage SUD data from other organizations—data that becomes accessible once a patient completes the consent process. It's been a game-changer for coordinated care."

Front Desk Staff, Primary Care and SUD Facility

"I use the Consent Tool every day during patient intake to help individuals understand their rights and make informed choices about who can access their substance use disorder (SUD) data. It empowers patients to take ownership of their care while also benefiting our team—by securely capturing consent, providers gain access to a more complete view of the patient's medical history, enabling us to deliver safer, more coordinated, and effective care."



Informed Decision Making

By integrating the Consent Tool into their workflows, care teams are gaining secure access to critical SUD data—helping them deliver more comprehensive, person-centered care.