



Connecting Patients Across Federal Healthcare Systems

Industry: Government/Public Sector | Healthcare

How Ready Computing helped the U.S. Coast Guard and the U.S. Department of State link patients, sponsors, and family members across a global federal healthcare network.

THE CHALLENGE

The U.S. Coast Guard and the U.S. Department of State rely on an interconnected healthcare ecosystem that serves active-duty personnel, Foreign Service members, and their eligible dependents around the world. Delivering that care requires patient identities to be accurately linked across multiple agencies, healthcare systems, and geographic locations.

By 2014, patient information was spread across numerous legacy clinical, personnel, eligibility, and administrative systems. Each system maintained its own identifiers, making it difficult to establish a single, trusted view of the patient.

The challenge extended beyond patient identity. Military and foreign service healthcare depends on sponsor-dependent relationships, where spouses and children receive care under an active-duty member's eligibility. Existing health IT platforms were not designed to represent these relationships across multiple organizations.

It was less about managing medical records and more about connecting people, ensuring every system understood who each patient was, how they were related to a sponsor, and where they were eligible to receive care.

Without a unified identity framework, clinicians and administrative staff lacked a reliable way to identify patients, verify eligibility, and coordinate care across agencies and care settings.

THE SOLUTION

Working alongside the program's prime contractor, Ready Computing architected, designed, and implemented an identity solution on InterSystems HealthShare over an intensive six-month engagement. The solution rested on three components.



Data Integration

Connected patient identities and clinical data across agencies.



Sponsor Relationship Model

Linked sponsors with eligible family members.



Global Patient Search

Enabled worldwide patient search and eligibility verification.

THE RESULTS



Modernized legacy workflows across four federal organizations.



Enabled worldwide patient search and eligibility verification.



Linked patients, sponsors, and dependents through a unified identity model.



Demonstrated Ready Computing's capability to deliver mission-critical government interoperability solutions.

THE IMPACT

The project went live and was handed off to the program's long-term operations team, with Ready Computing's knowledge transfer completing the engagement as designed.

Before the word became an industry standard, this was a modernization project: legacy information and workflows from four government organizations, integrated into a single responsive platform without ripping out the systems agencies depended on.

It was also a proof point. The engagement demonstrated that Ready Computing could deliver complex, globe-spanning patient relationship solutions in one of the most sensitive environments there is: the United States government. That proven capability became a building block for what followed, from statewide health information exchanges to Ready Computing's work with the Department of Veterans Affairs, where RC-supported programs today serve more than 11 million veterans and have earned the FORUM Health IT Innovation Award every year since 2021.

"The Coast Guard effort was modernization of legacy information and workflows using the HealthShare platform to integrate and provide those services." - Matt Simpson, Distinguished Architect, Ready Computing

WHY IT MATTERS

Government systems change slowly, and modernization remains the defining theme of federal health IT more than a decade later. The core problem this project solved, trusted identity and relationships across fragmented systems, is the same foundation that today's interoperability, care coordination, and AI initiatives all depend on.