

CARELYTICS VS. HEALTH INFORMATION HUB

Key Differences for Hospitals and Health Systems

Two solutions. Different levels of capability.

Health Information Hub (HIH)	Carelytics
INTEROPERABILITY	INTEROPERABILITY + INTELLIGENCE
Move EMS data into hospital systems	Connect EMS and hospital data while adding automated matching, workflow management, analytics, and services

ImageTrend offers two solutions for connecting EMS and hospital data: Health Information Hub (HIH) and Carelytics. Both support interoperability between EMS and hospital systems, but they are designed to meet different organizational needs.

HIH focuses on data exchange — delivering EMS ePCR information to hospital systems and returning hospital outcome data based on EMS agency participation, requirements & capabilities.

Carelytics includes bidirectional data exchange while adding automated patient and encounter matching, hospital-facing tools to manage match exceptions, real-time operational and market intelligence, and Managed Services for ongoing integration, monitoring, and reporting.

HIH is the infrastructure the information travels through. Carelytics adds intelligence and workflow on top of that connectivity.

Product Role

Health Information Hub

- Delivers EMS ePCR data to hospital systems
- Provides the connection through which EMS and hospital information can be exchanged

Carelytics

- Exchanges EMS and hospital data
- Automates patient and encounter matching
- Gives hospital teams tools to manage matching exceptions
- Turns connected data into operational and market intelligence
- Adds Managed Services for ongoing monitoring, reporting, and support



Two solutions. Different levels of capability.

Function	Health Information Hub	Carelytics
INTEROPERABILITY (shared foundation)		
Automated EMS-to-hospital data exchange	✓	✓
EHR/HIE connectivity and message delivery	✓	✓
Healthcare message processing, transformation, and routing	✓	✓
EMS ePCR delivery into hospital systems	✓	✓
Hospital outcome data returned to EMS	✓*	✓
MATCH & MANAGE (the differentiator)		
Automated patient and encounter matching	Not included	✓
Hospital-facing match review and exception resolution	Not included	✓
Visibility into matching activity and performance	Not included	✓
Managed integration monitoring and configuration support	Not included	✓
Issue escalation and reporting support	Not Included	✓
ANALYZE & OPTIMIZE (the expanded value)		
EMS transport volume and patient-flow visibility	Not included	✓
Referral patterns, market share, and leakage	Not included	✓
Interfacility transfer patterns and destinations	Not included	✓
Offload and transport-time insights	Not included	✓
Clinical trends and EMS activity insights	Not included	✓
Configurable EMS transport analysis	Not included	✓
EMS data completeness and service-area coverage visibility	Not included	✓
Transport and market trends over time	Not included	✓

* Requires the encounter/MRN to be entered or scanned by EMS.



Which solution is right for your organization?

Health Information Hub may be a good fit when:	Carelytics may be a good fit when:
You need ePCR information delivered into hospital systems reliably	You want to automate patient and encounter matching
Your primary need is EMS-to-hospital data exchange	Hospital teams need tools to review likely matches and resolve exceptions
You want hospital outcome data returned to EMS agencies who can support the required encounter/MRN workflow	Leadership needs visibility into transport volume, patient flow, referral patterns, market share, leakage, and service-area trends
You don't require automated patient and encounter matching, hospital-facing match management, or EMS market intelligence	You want EMS and hospital data to support operational and strategic analysis—not just data exchange

Why ImageTrend

- Built on the largest EMS data ecosystem in the U.S.
- Proven interoperability across vendor-agnostic EHRs and ePCRs
- Trusted by Level I and Level II trauma centers and more than 750 hospitals nationwide



Ready to simplify operations, boost efficiency, and improve patient outcomes?

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