THE DIGITAL BUILDING BLOCKS OF CARE COORDINATION
INTRODUCTION

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Coordinated care is crucial to ensure that patients receive the appropriate type and level of care. An integrated communications solution can dramatically streamline healthcare workflows—which means better, faster care for patients, fewer readmissions, and lower costs for providers.

Seamless Patient Scheduling (multi-location)

1. Patient with knee injury calls doctor to make appointment
2. Selects IVR to schedule appointment. ID detected, routed to contact center
3. All patient info already up on screen
4. Agent schedules patient for soonest available opening at nearest location
5. Opted-in patient receives SMS reminder 24 hours before appointment with time and address
1. Patient recovering from knee surgery is receiving care during team rounds.

2. The patient’s assigned nurse coordinates all pre-rounding labs, tests, and vitals ahead of the rounds.

3. Nurse manager kicks off team rounds by starting a video meeting with screen share.

4. Nurse and doctor meet at bedside, while off-site orthopedist joins by mobile to consult in real time.

5. Patient needs a different medication, so doctor messages pharmacist to confirm order entry and unit delivery ETA.

6. Pharmacist quickly replies that it isn’t on site but will be ready for patient’s first BID dose later that morning.

7. Multidisciplinary team identifies next steps for the patient and begins working toward discharge planning.
Engage Patients in Follow Up

1. Patient is ready for discharge and receives prescriptions and instructions for physiotherapy appointments.
2. Patient is recovering at home and has a contraindication with the pain medication.
3. Instead of readmitting, patient calls Patient Care Navigator number and is instantly connected to contact center.
4. Caller ID routes call to specific outpatient contact center agent, who consults with doctor and relays instructions: Take medication with food. Resolved in minutes.
5. Patient launches a live chat with physiotherapist via patient portal to ask questions about knee exercises.
6. Patient receives an automated SMS reminder to complete the Patient Satisfaction Survey.
WHY OUR INTEGRATED COMMUNICATIONS AND COLLABORATION SOLUTION MAKES SENSE FOR HEALTHCARE PROVIDERS

☐ Don’t miss a call
Patients consistently reach live staff with voice calls that fall over to additional extensions or contact centers.

☐ Better scheduling
Fast appointment scheduling and automated SMS reminders increase patient satisfaction and reduce no-shows.

☐ Any device, any time
Care teams use integrated voice, video, and messaging on any device, from any location to speed decisions and actions related to patient care.

☐ VIP numbers
Patients can engage live staff through VIP numbers or chat-enabled patient portals to receive follow-up instructions, answer prescription questions, and more.

☐ SMS reminders
Providers can remind patients with SMS to follow up on Patient Satisfaction Surveys.

☐ BYOD
Support for BYOD: One device, two numbers for work and personal.

☐ Certifications
HITRUST CSF certified to support use within HIPAA-compliant environments.

☐ Open platform
A flexible cloud platform that integrates with most systems, including more than 1,500 in our App Gallery.

Request a demo.