



# Post Hospital Discharge Virtual Visit Continuing care and reducing readmissions.

## **Situation**

Care doesn't end when a patient leaves the hospital. Patient readmissions are costly and many readmissions are preventable, especially within the initial 30 days post-discharge.

## **Solution**

With Synzi, your staff can conduct convenient virtual visits with your discharged patients to better reach and re-engage patients once they return home, helping patients remain at home.

## **Enhanced Engagement**

Increase patient engagement, delivering guidance needed to ensure patients are adhering to plans.

## **Convenient Care**

Expand patient access to convenient follow-up care, minimizing no-shows and reducing travel time and costs for patients and staff.

## **Reduced Readmissions**

Monitor patient progress after discharge, addressing medication reconciliation in real-time and reducing unnecessary readmissions.

## Engaging At-home / At-risk Patients

With a simple click, your patients can automatically connect with your staff when they are available to participate in a virtual visit, from anywhere and on any device.

### Increased Patient Engagement

During the virtual visit, your staff can support the transition of care from inpatient to outpatient by reviewing treatment plans, reinforcing patient education, and recognizing emerging problems before drastic intervention is needed. Patient progress can be monitored more frequently and more conveniently, helping patients remain at home while reducing travel costs for patients and staff and reducing no-shows. Cutting-edge video technology makes the virtual visit feel just like an in-person appointment.

### Dynamic Patient Touchpoints

Automated follow-up via email and text, with the added ability for video calls, can be configured to support your patient re-engagement plan. Based on your patient touchpoint strategy, Synzi can push a text or email to your patients after discharge. Reminders can be pushed until patients participate in a follow-up video call. Patients receive your initial message (and any additional messages) via the channel they prefer and in their primary or preferred language.

### Intelligent Call Routing

Synzi automates and enhances your existing workflow. With our intelligent call routing, patients will be quickly connected with your first available, designated staff member who can participate in the virtual visit with your patient. A pharmacist or another specialist can also be included in the virtual visit to address medication reconciliation, minimize misinterpretation about treatment expectations, and reiterate instructions regarding medication in real-time.

### Insightful Reporting

Understanding and managing risk is critical for reducing preventable readmissions. With our reports, you can quickly identify those patients who have not yet responded to the emails and/or texts and are not engaged in their follow-up care. Our reports allow you to focus your resources on providing care to your patients who need it most.

Visit us at [synzi.com](https://synzi.com)  
or call 888-515-5368



Better technology.  
Better care.  
Better outcomes.

- Support the transition of care from inpatient to outpatient treatment
- Identify at-risk patients to avoid unnecessary readmissions
- Include a pharmacist to address medication reconciliation in real-time
- Reduce travel time and costs associated with driving to follow-up appointments
- Automate existing workflows and map staffing to patient needs for better staff utilization