synzi

Patient / Member Program Management Framework

Coordinate patient / member communications through multiple modalities.

Situation

Patient and members can experience challenges in trying to adhere to their treatment plan. In-person appointments may be difficult to schedule and can require extensive travel time and related costs.

Solution

With Synzi, healthcare administrators can identify population cohorts and assign them to specified automatic engagement programs. A series of outreaches can be scheduled, conducted, and tracked, helping patients and members improve compliance.

Cohort-specific Communications

Assign patients / members to a program based on medical condition and need, using patient stratification. Create follow-up programs to engage patients / members according to your organization's best practices and touchpoint strategy.

Multiple Modalities

Expand access to convenient follow-up care. Leverage video, email, and secure messaging communication modalities to reach and engage patients / members.

Improved Outcomes

Access reports to assess preference, engagement and compliance. Reduce deviations from the program and identify emerging situations which may require further intervention.

SYNZI

Our state-of-the-art solutions make it possible for healthcare professionals to do what they do, only better.

Dynamic Communications and Touchpoints

With Synzi, your organization can assign patients / members to specific automated programs. The framework allows you to automatically schedule and manage communications and touchpoints. Patients and members will receive scheduled emails or texts, reminding them of upcoming communications. The emails and texts also have the added ability for a patient to launch a virtual check-in, based on your patient management strategy. Throughout the care program, you can also send information-only messages - such as a reminder for flu shots - via secure messaging or email to your patients. Patients receive the messages via the channel they prefer and in their primary or preferred language.

Enhanced Engagement and Compliance

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

Intelligent Call Routing

Synzi automates and enhances your existing workflow. With our intelligent call routing, patients / members will be quickly connected with your first available, designated provider who can participate in the virtual visit. Your provider can also include additional participants - such as a pharmacist, a specialist, and/or an interpreter - in the video call to address medication reconciliation, minimize misinterpretation, and reiterate instructions in real-time.

Insightful Reporting

Understanding patient / member preference and compliance is critical for reducing deviation from your care program and improving outcomes. With our reports, you can assess individual preference for modality. Based on the reporting data, you can make quick modifications to the program to reflect individual usage of phone calls, emails, text messaging and/or video. You can also quickly identify those patients and members who have not yet responded to the emails or text and are not engaged in their followup care. Our reports allow you to focus your resources on providing care to your patients and member who need it most.

Visit us at synzi.com
or call 888-515-5368

Better technology. Better care. Better outcomes.

- Monitors and motivates patient / member compliancy
- Reinforces communication of treatment plan
- Reduces deviations from program
- Identifies emerging situations which may require intervention to avoid unnecessary readmissions
- Automates transition of care workflows
- Aligns staffing to patient / member needs and improves staff productivity

Technology is advancing, impacting the way we live and presenting new opportunities to improve the delivery of healthcare. Synzi leverages these innovations every day, developing state-of-the-art solutions that make it possible for healthcare professionals to do what they do, only better. We enable better performance for healthcare organizations, better access for patients, and better outcomes for all. Our goal is to continuously improve our platform and future-proof offerings that simplify complexity and inspire positive change among healthcare professionals and in the lives of patients.

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