

# Care Coordination Virtual Visit

## Improving engagement and enhancing satisfaction.

### **Situation**

Coordinating members' in-person or at-home visits with their Care Management teams can be expensive and challenging due to busy schedules and various locations. Members may also struggle with getting access to care due to the lack of reliable transportation and/or available appointments with their provider.

### **Solution**

With Synzi, your Care Management team can conduct a convenient, real-time virtual visit with your member to check-in, helping various care providers provide integrated and individualized care to your members.

### **Convenient Coordination**

Conduct virtual visits to provide convenient, ongoing, coordinated care to the member.

### **Improved Integration**

Drive team-based collaboration across various care providers to better integrate overall care.

### **Enhanced Satisfaction**

Improve member satisfaction and clinical measures while reducing travel time and costs.

## Enhancing the Coordination of Care

With a simple click, your members can participate in a virtual visit with their Care Management team via video.

### Convenient Coordination

Coordinating members' in-person or at-home visits with their Care Management teams can be expensive and challenging due to busy schedules and various locations. Members may struggle with getting access to care due to the lack of reliable transportation and/or available appointments with their provider. With our intelligent call routing, members will be quickly connected with your first available, designated Care Manager for a virtual visit. Plus, members can access your Care Management team via any device and any level of connectivity, cellular and wifi connections. Synzi makes it easy to conduct a virtual visit in real-time with your Care Management team, regardless of the video call participants' locations.

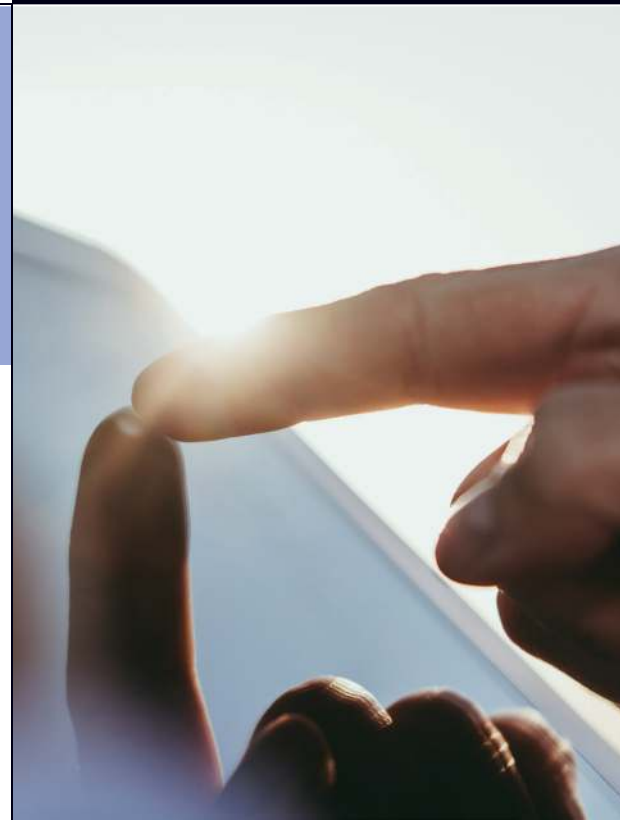
### Efficient Collaboration

Various Care Management team members (such as a care / case manager, a medical interpreter, a pharmacist, an LCSW, or a nutritionist) can easily collaborate and coordinate the member's care from any device and from anywhere. Multiple participants can be included on a HIPAA-compliant video call. Clear and open communication can take place in real-time. Travel time and related transportation costs can be minimized for Care Management team members as well as the member. With Synzi, your workflow, processes, and staff will be leveraged in order to strengthen your reputation amongst your member populations.

### Better Adherence and Clinical Measures

By participating in virtual visits in a more timely and convenient manner, your members can remain on track with their medication and treatment plan, enhancing their overall satisfaction with their care. Members can stay safely at home with less risk of visiting the Emergency Department or being readmitted to the hospital. Better member engagement will help improve your organization's HEDIS and STAR measures.

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



Better technology.  
Better care.  
Better outcomes.

- Engage members in their ongoing care in a more timely manner
- Limit disruption to your Care Management teams' workflows
- Align on care decisions, medication reconciliation, re-admissions and transfers with key Care Management team members
- Reduce travel time and costs for everyone involved
- Include additional team members such as an interpreter to engage LEP (Limited English Proficient) members, a pharmacist, and/or a specialist as needed