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Post Hospital Discharge Virtual Visit
Continuing care and reducing readmissions.

Situation
Care doesn't end when a member leaves the hospital. 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 members to better reach and re-engage members once they return home, helping members remain at home.

Enhanced Engagement
Increase member engagement, delivering guidance needed to ensure members are adhering to plans.

Convenient Care
Expand member access to convenient follow-up care, reducing driving time and travel costs for Care Management team members.

Reduced Readmissions
Monitor member progress after discharge, addressing medication adherence / reconciliation in real-time and reducing unnecessary readmissions.

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Engaging At-home / At-risk Members

With a simple click, your members can connect with your Care Management Team when they are available to participate in a virtual visit, from anywhere and on any device.

Increased Engagement
During the virtual visit, your Care Managers can support the transition of care from inpatient to outpatient by reviewing treatment plans, reinforcing education, and recognizing emerging problems before drastic intervention is needed. Member progress can be monitored more frequently and more conveniently, helping members remain at home while reducing drive time and travel costs for Care Managers. Cutting-edge video technology makes the virtual visit feel just like an in-person appointment and removes the barrier to providing quality care in a timely manner.

Dynamic Touchpoints
Automated follow-up via email and text, with the added ability for video calls, can be configured to support your member re-engagement plan. Based on your touchpoint strategy, your members can receive your branded text or email as scheduled or ad hoc. Depending on the configuration, messages can be scheduled to be sent within the first 48 hours after discharge, requesting that the member participates in a virtual visit with your Care Management team. Your initial message (and any additional messages) can be sent to members via the channel they prefer and in their primary / native or preferred language.

Intelligent Call Routing
Synzi automates and enhances your existing workflow. With our intelligent call routing, members will be quickly connected with your first available, designated Care Manager who can participate in the virtual visit with your patient. Your Care Manager 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 and managing risk is critical for reducing preventable readmissions. With our dashboard reports, you can quickly identify those members who have not yet responded to the emails / texts and are not engaged in their follow-up care. Our reports allow you to focus your resources on providing care to your members who need it most.

Visit us at synzi.com or call 888-515-5368
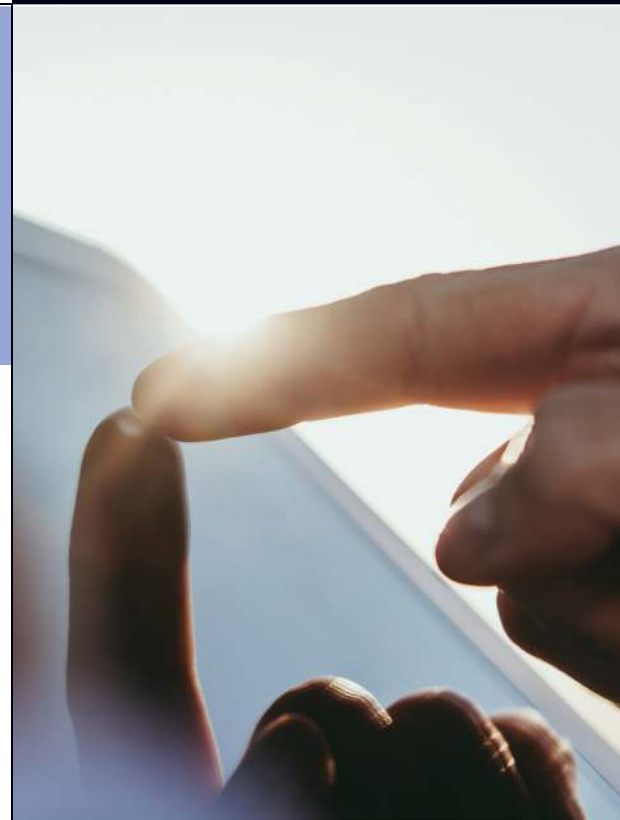
Better technology. Better care. Better outcomes.

- Support the transition of care from inpatient to outpatient treatment

- Identify at-risk members to avoid unnecessary readmissions

- Include additional team members such as an interpreter, a pharmacist, and/or a specialist, as needed

- Reduce travel time and costs for Care Managers, enabling the Care Management team to care for more members

- Automate existing workflows and map staffing to member needs for better staff utilization

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.