



What is Virtual Care?

Understanding how it is used and why it is important to the delivery of healthcare.

Defining Virtual Care

Technology-enabled care facilitates timely access to health care services and support. It can be used across use-cases, departments, roles, and patient / member populations.



Virtual care can be defined as the ability to use technology to enable timely access to health care services and support. The use of virtual care applies across health service disciplines provided by doctors, nurses, case managers, etc. It is also used in various settings for acute and post-acute care such as hospitals, skilled nursing facilities, home health agencies, inpatient rehabilitation facilities and long-term care hospitals. The application of virtual care includes diagnostic and monitoring activities in addition to patient education, professional education, and mentoring.

CORE CONCEPT

Using technology to enhance the timing, access, and quality of health care, public health, and health education delivery and support

The Timing of Virtual Care

Why is timing everything in virtual care? Seconds count and minutes matter when patient and member care is needed.

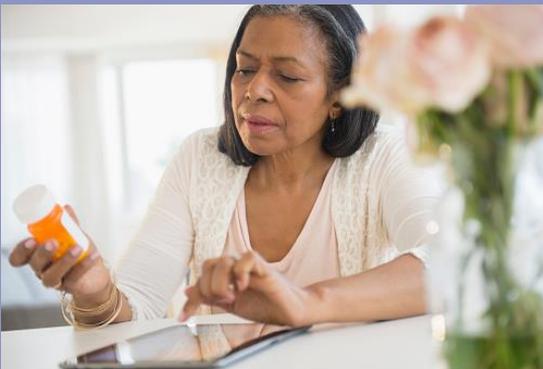
Access

Timing is mission-critical when providers need to deliver patient care in the ER and urgent care situations. The seconds and minutes may seem to multiply when your ER staff is desperately calling around for specialists to provide a consult. Your virtual consult solution needs to be able to help drive faster access to specialists who can provide virtual consults in time-sensitive situations.



Patient Education

Convenience is key when your patients or members are requested to re-engage with your medical staff, after being discharged from the hospital. Your virtual visit solution needs to be convenient and easy for your patients and members to use – from anywhere, at any time, and on any device – when following up with your staff to discuss medication adherence and their post-hospital treatment plan.



The Timing of Virtual Care

Virtual consults, virtual visits, and virtual meetings can help a healthcare organization better address the time-sensitive needs of patients and members.



Communication

Time is of the essence when providers need to quickly – and clearly – communicate with a patient with Limited English Proficiency. Your virtual care platform needs to be able to bring in a qualified interpreter on-demand for the LEP patient population to be better engaged in their care – in the hospital as well as after being discharged.

Training

Training providers on anything “new” needs to be conducted in a quick, easy to understand format so your staff can immediately return to their core responsibilities – providing patient and member care. The technology used should be intuitive – allowing your staff to quickly integrate virtual care into their existing processes and behaviors.



Conclusion

Getting the timing right is just one aspect of providing care. When every second counts, virtual care can drive the timely delivery of quality patient and member care. There's no better time to get started.

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.

To learn more, visit our website at:
www.synzi.com

The Synzi logo is rendered in a large, white, sans-serif font. The letters are bold and modern, with a slight shadow effect. The 'S' and 'Y' are particularly prominent. A small 'TM' trademark symbol is positioned to the upper right of the 'I'. The logo is centered horizontally and set against a background of a blurred image of people's hands and faces, suggesting a collaborative or healthcare environment.

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