



Virtual Care and Comfort

Using a Communication Platform to Facilitate Compassionate Hospice Care

Situation

Hospice focuses on caring, not curing. In most cases, care is provided in the patient's home but may also be provided in freestanding hospice facilities, hospitals, and nursing homes and other long-term care facilities. Hospice services are available to patients with any terminal illness or of any age, religion, or race. Support is provided to the patient's family caregiver as well.

Solution

With Synzi, your agency's staff can use HIPAA-compliant secure messaging, video, email and text to increase caregivers' feelings of support from their home health providers as they care for their loved ones. Communicating through Synzi's apps can help decrease caregivers' fear, depression and anxiety as they manage the patient's pain and symptoms.



Immediate Access

Enables caregivers to access staff on-demand for video-based interventions which can minimize the need for staff to make a late-night or afterhours visit



Pain Management Support

Provides caregivers with the ability to receive video-based instructions for how / when to administer pain medication



Caregiver Respite

Helps staff address caregiver stress and allows for additional family members to be included in the video calls



Broader Patient Reach

Enables agencies to more conveniently care for patients across a wide geographic area

Synzi Supports Hospice Care, Safely and Securely.

Use Telehospice to Support Patients and Their Caregivers

Your agency can provide many of the hospice services delivered in patients' homes through Synzi's HIPAA-compliant secure messaging, video, email and text. With the Synzi communication platform, your staff can ensure caregivers that a member of your hospice team is readily available to provide verbal and visual support at all times for the patient and the family.

Your staff and your patient's caregiver can stay connected on one integrated platform which works on everyday consumer devices such as smartphones, tablets, and PCs, across any level of cellular or Wi-Fi connectivity. On-demand access to care helps caregivers get the answers they need – or the support they seek – when they experience problems in caring for the patient and are unsure what to do next. As a result, the need for a nurse to travel to/from a patient's home is minimized while the patient's (and family member's) reliance on visiting the ER for immediate care is reduced.

Synzi's virtual care platform also optimizes available hospice resources – especially in communities with a shortage of trained specialists and/or rural areas where a home health agency's staff have great distances to cover in reaching patients. The technology enables your staff to care for more patients, increasing access to hospice care.

- **Secure Messaging:** Your organization is able to work safely and securely by using Synzi for bi-directional communications. Traditional texting may not meet security or compliance requirements set forth under HIPAA and your agency may be at risk for costly HIPAA violation fines. The Synzi platform operates in a HITRUST certified environment.
- **Virtual Visits:** Synzi's integrated platform also includes video functionality. As needed, a caregiver can quickly launch a video call with your staff and other participants (e.g., specialist, additional family members, etc.) to connect in real-time and in a secure environment. The virtual visits provide an opportunity to instruct and reassure caregivers about the administration of pain medication with their loved one.
- **Text and Email Messaging:** Your administrator can schedule a series of automated text or email messages to the caregivers with useful information about the patient's pain medication management and support for this stage in the care continuum. An ongoing cascade of messages also helps caregivers emotionally by providing thoughtful touchpoints. Your agency can customize the cadence of communications, language, and modality (email vs. text) based on the caregiver's preferences and the patient's condition.

Accelerates Care Delivery

- Delivers a quicker assessment of the patient by helping staff identify symptom escalation and functional decline in real-time and respond accordingly
- Enables staff to promptly answer caregivers' questions and address their concerns via messaging and/or video
- Reduces the need for agency staff to make a late-night or afterhours in-person visit
- Optimizes use of hospice care resources across geographies and patient populations

Better technology.
Better care.
Better outcomes.

Supports Caregivers

- Helps the caregiver address patient pain and discomfort in a more immediate manner
- Alleviates caregiver anxiety and guilt by showing / educating family on how to provide the right kind of care during a challenging time
- Allows for additional family members to be included in the video calls

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