

# Virtual Care Communication Platform For Home Health Care

Better Utilize Your Resources  
Better Engage Your Patients

## Situation

Today's healthcare ecosystem requires more collaborative relationships amongst facilities, providers, and settings. Home health providers which can provide critical and compassionate care – while preventing costly and unnecessary readmissions – will be preferred partners within the value-based ecosystem.

## Solution

With Synzi, your team can conduct virtual visits and use secure messaging, text and email to maintain a personal, compassionate connection with patients. Our HIPAA-compliant platform enables you to communicate with patients in the ways they want while helping your organization deliver better outcomes which can grow your referral sources and revenue stream.



### Better Patient Engagement

Allows patients to access needed care on their devices. Your team can provide timely guidance needed to reinforce understanding about the condition and the treatment plan.



### Better Staff Productivity

Helps your staff be more effective and efficient with their time by converting "drive time" to "patient time". Your team can replace or supplement many in-home visits and phone calls with virtual visits and ongoing messaging.



### Better Understanding

Drives understanding amongst non-English speaking patients. Messaging can be translated into a patient's primary or preferred language and a medically certified interpreter can be integrated into the virtual visit, as needed.

## Synzi's communication platform helps your Home Health providers do what they do, only better.

### Engaging the Patient

With Synzi, Home Health Care providers can conduct virtual check-in's with their patients in addition to (or instead of) typical in-person home visits. Also, staff can use the platform to regularly communicate with their patients via email, SMS, and text in order to support the patient with timely reminders about upcoming virtual visits as well as the prescribed medication regimen and required diet, exercise and lifestyle changes. The communications can be designed based on the patient's preference for modalities and language while leveraging the referral source's disease-management programs and the home health agency's workflow.

### Including the Remote Caregiver

Your patients' close family members or friends do not always need to physically be at the patient's side in order to participate in the ongoing care conversations and be kept aware of the patient's progress. Synzi's platform allows remote caregivers to be "present" throughout the episode of care, whether they are included in the video-based virtual visits and/or also on the receiving end of the scheduled messaging sent to patients. This is extremely valuable for a patient's family members who live/work a significant distance from their loved ones.

### Improving Outcomes for All

By engaging patients with a series of virtual visits and messaging, home health agencies can cost-effectively treat discharged and/or chronic care patients by bringing the hospital to the home. With Synzi, your team can provide timely, high-tech and high-touch care that also supports hospitals, payers, and providers in their respective goals to minimize readmissions and penalties/fines while optimizing patient satisfaction and outcomes.

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



Better technology.  
Better care.  
Better outcomes.

- Time spent driving to/from patients' homes can be redirected to offering more care to more patients
- Transportation costs and related liabilities can be reduced when visits and communications are conducted virtually
- Additional providers (clinicians, specialists, pharmacists, etc.) can quickly be included in the virtual visits in order to address emerging patient issues without requiring follow-up home visits or unnecessary and costly transfers