

# Patient-centric Messaging

Send Care-related and Condition-specific Emails and Texts in Your Patients' Primary or Preferred Language

#### Situation

About 25.1 million individuals in the US are considered Limited English Proficient (LEP). Limited English proficiency refers to anyone above the age of 5 who reported speaking English less than "very well," as classified by the U.S. Census Bureau. English-only healthcare communications can be limited in their impact with your patients who prefer a language other than English for their day-to-day communications.

#### Solution

With Synzi, your agency can send translated messages to your patients with ongoing medication, dietary, exercise, and general health guidance. Synzi uses human translators to provide your agency with messaging in the languages commonly spoken by your patients. Using email and text to engage your patients and their family caregivers will drive better patient engagement during your episode of care; communicating the message in the language of your patients' choice is critical to understanding.



### **Languages Available:**

Arabic

Armenian

Bengali

Bosnian

Burmese

Cantonese

**English** 

French

Haitian Creole

Hmong

**Japanese** 

Karen

Korean

Mandarin

Nepali

Polish

Portuguese

Russian

Somali

Spanish

Swahili

**Tagalog** 

Vietnamese

And many more!

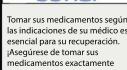


# Synzi Enhances Patient Understanding by Providing Messaging Translated into the Language and Modality (Text or Email) Your Patients Prefer

## SYNZI

Taking your medications as directed by your doctor is essential to your recovery. Be sure to take your medications exactly as prescribed, and not just when you feel sick! Learn the names of your medications and try to develop a routine of taking your medications at the same time each day. If you have any concerns or are unsure about your medications, give your Synzi Health team a call at 123-123-1234.

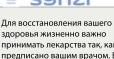
These examples feature a Medication Reminder message translated into Spanish, Mandarin, and Russian.



¡Asegúrese de tomar sus medicamentos exactamente como se los recetaron, y no solo cuando se sienta enfermo! Aprenda los nombres de sus medicamentos y trate de desarrollar una rutina de tomarlos a la misma hora todos los días. Si tiene alguna inquietud o no está seguro de sus medicamentos, llame a su equipo de Synzi Health al 123-123-1234.

Visit us at synzi.com or call 888.515.5368

按照医生的指示服用药物对 您的康复至关重要。请确实 按照规定服用你的药物·而 不是只有感到恶心时才服用 !请您也要了解您的药物名 称,并尝试建立起每天在同 一时间服用药物的常态。如 果您有任何疑虑或对您的药 物有所不确定的话·请致电 Synzi Health团队·电话号码 123-123-1234.



здоровья жизненно важно принимать лекарства так, как предписано вашим врачом. Вь должны это делать в точности согласно рецепту, а не только тогда, когда чувствуете себя плохо! Запомните названия своих лекарств и постарайтесь выработать у себя привычку принимать их в одно и то же время каждый день. Если v вас есть проблемы или вопросы относительно ваших лекарств. то позвоните работникам Svnzi Health по тел. . 123-123-1234.

### **Messaging Types**

- General Greeting
- Early Recognition of Symptoms
- Medication Reminder
- **Appointment Reminder**
- **Dietary Reminder**
- Exercise Reminder
- "Tuck-Ins"
- Discharge Instruction Reminders
- Discharge Message
- 30-Day Discharge Message
- Clean Hands
- Wound Care
- Flu Shot Reminder
- Heart Month Reminder
- Breast Cancer Awareness
- Pre-Op Reminder
- Weather Alerts
- Emergency Message

Better technology. Better care. Better outcomes.

### **Condition-Specific Content**

- COPD
- CHF
- Diabetes
- Wound Care
- Ortho
- Pre-Op / Post-Op

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