Executive Healthcare Solutions Briefing

Overview for Improving Patient Experience

Altura and Avaya will share use cases, demonstrations, and discuss supporting technology for driving better healthcare outcomes with a focus on digital transformation using cost-effective communications solutions. Here is an overview of what we will cover in our three-hour on-site workshop:

- **Virtual Care and Remote Health Options**

  Our goal is to help you decrease the need for patients to undergo treatments and procedures through better chronic disease management and prevention. Altura and Avaya collaboration technologies can be leveraged for ongoing monitoring and communication, where clinical contact centers provide support for prevention and chronic care.

  We can sync communications directly into Electronic Health Records (EHR) patient portals, health system online assets, screen pop, automated help, and integrate with protocols and customer information in EPIC (EHR platform).

  Post-discharge is also critical. Ongoing communications with instructions for home care can reduce readmissions and complications for patients requiring follow-up from their care team. We can also integrate with EHR pharmacy applications for automated medication reminders.

- **Patient Access and Revenue Cycle Services**

  Altura and Avaya have large health systems running centralized patient access to services. This includes integrating with EPIC to provide appointment reminders, medication reminders, revenue cycle management, patient identification, validation and screen pop of relevant patient information, preparing for admission, and ongoing patient management.

  Health systems that have centralized patient services have seen up to a 30% increase in practice revenue. When the patient is transferred to and from acute care, the communication must be seamless. ROI Statement: In one example, Avaya's Contact Center solution for a better transfer of care experience for primary care physicians resulted in $10M in incremental revenue in six months.

- **Team Collaboration**

  Whether the patient is in a medical facility, a remote clinic, or being cared for in-home, their care team must be able to coordinate treatment effectively and provide direct care. Care teams today still often use pagers and clinical contact centers as their core communications.

  Our goal is to provide care teams real-time access to information that they deem critical. This may include names, role and staff assignments, mobile secure messaging, locating on-call resources, and mobile video streaming that allows the entire care team to be engaged at or near bedside. Avaya also syncs with clinical and business applications, nurse call systems, and medical devices to deliver a seamless integrated communications experience.

- **Summary Review with Management Team**

  We look forward to your feedback, understanding your organizational goals, and hope to offer insights that enhance the patient experience and improve outcomes!

Schedule Your Complimentary Briefing Today!

(800) 654-0715 x100

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