



# Delivering Value to Providers

Healthcare today has reached the tipping point, and the way in which patient care is managed and delivered is being revolutionized through healthcare information technology. Providers today are looking for innovative, practical and cost-effective ways to improve quality, efficiency and costs through healthcare IT software and systems. Just providing good medicine isn't good enough anymore. Patients demand more, and providers understand the value in evolving the patient experience.

Change is coming, and the momentum for that change is unstoppable due to the following key factors:

- A **U.S. government mandate** to adopt healthcare information technology through the passage of the American Recovery and Reinvestment Act of 2009 (ARRA) and the Healthcare Information Technology for Economic and Clinical Health (HITECH) Act. Both provide a framework and timetable for hospitals and physicians to use health IT in a meaningful way, as well as tie financial incentives for those in compliance. This sets the stage for a new standard that thrives on quality, safety and efficiency.
- The **Accountable Care Act**, which promotes safety, efficiency and quality across the U.S. to:
  - Manage chronic conditions and high-risk patients.
  - Reduce duplicate diagnostic tests.
  - Reduce medical mistakes by promoting evidence-based medicine at the point of care.
  - Provide team-based medical homes that center around patients but integrate care teams comprised of outside individuals with tasks and messaging.
- A **shortage of new patients and revenue** due to reductions in current patient appointments since healthy patients require less visits and less costly procedures.
- **Budget constraints** to maintain costs while ramping up resources to handle the changing health IT environment.
- **Lack of knowledgeable** health IT resources who can begin responding to industry changes.

With so many industry changes, choosing an IT partner who understands the current market and can navigate the vast technology choices and market demands of today and tomorrow becomes a critical key to success. Providers must select a dedicated partner who can walk the path to accountable care with them. Traditional healthcare vendors are not cost-effective, nor do they offer the vision, knowledge, products or services to design a system that meets their needs.

The Vitalz Healthcare Platform is the solution for providers large and small to streamline the continuity of care, reduce costs and enhance patient care and loyalty.



## KEY PROVIDER BENEFITS

- Increase patient satisfaction and referrals.
- Reduce phone calls, wait times and patient request turnaround time.
- Reduce front office costs by streamlining pre- and post-visit support.
- Improve communication and coordination of care.
- Integrate PHR data into existing provider workflows.
- Reduce medical errors and duplicate, unnecessary costs.
- Improve continuity of care during patient transfers and referrals.
- Guarantee HIPAA compliance and data integrity with access security and audit trails for all patient and provider communications and data generated and managed in the platform.
- Reduce IT Costs.
- Surpass meaningful use, stage 1 with enhanced workflows, including:
  - Electronic copy of patients' health information, clinical summaries, discharge instructions, lab results and more online.
  - Summary care record during patient transfers and referrals.
  - Timely electronic access to their complete health and medical record from a PHR.
  - Secure online patient and provider messaging.
- Qualify for meaningful use and ARRA incentives.
- Prepare for accountable care and patient centered medical home.
- Deploy easily, quickly and cost-effectively.
- Complement existing EMRs and paper-based workflow systems.
- Support provider-to-patient and provider-to-provider collaboration with full social networking functionality.
- Provide standards-based integration to exchanges and clinical systems.

## KEY WORKFLOWS

- Patient requests for health information, including patient health, clinical and transfer summaries, as well as discharge instructions and diagnostic tests.
- Scheduling, rescheduling and canceling appointments.
- Requesting and sending test results.
- Requesting and paying bills online.
- Requesting prescription refills and renewals.
- Requesting procedure estimates.
- Completing pre-registration forms.
- Handling administrative messaging and clinical questions.
- Facilitating patient transfers and referrals.

## BENEFITS PATIENTS WANT

- **Affordable** – Free to all patients and consumers.
- **User Friendly** – Easy and intuitive user interface.
- **Convenient** – Saves time by sending online requests and pre-registration forms.
- **Accurate and Complete** – Provider interaction makes medical processes and health record systems more complete and accurate.
- **Secure** – Secure and encrypted logins, messaging and audit trails ensure patient data is completely sound.
- **Backup and Store** – Online, secure offsite file cabinet for storing all medical information.
- **Portable** – Transfer health record information in a number of open and standard formats.
- **Accessible** – Data available from any computer with an Internet connection.