



WorkFlow Automation

HealthCall Programs enable clinical and administrative process automation that delivers consistent high-quality outcomes with greater financial efficacy. From critical care to chronic care management to large scale population health, HealthCall Programs enable highly scalable care management with individualized care.

Using best practices and evidence-based medicine, HealthCall Programs guide who should do what, when, and with whom. In addition, patented technologies engage patients, promote self-management and healthy living, and facilitate increased collaboration on behalf of the care team and providers.

HealthCall Programs are fully integrated within the HealthCall clinical management platform to work seamlessly with the HealthCall Automated Patient Response™ system, HealthCall-EHR, and HealthCall SMART Charts.

HealthCall Programs are proven to consistently reduce readmission rates, shorten length of stay, improve adherence, and increase patient satisfaction. In short, HealthCall programs enable care professionals to help significantly more people in less time while providing better care.

HealthCall Programs

- ✓ ANSWERS® Wellness Programs*
- ✓ Behavioral Health*: Addiction, substance abuse
- ✓ Breathe Easy*: COPD, Pneumonia
- ✓ Community Outreach, wellness
- ✓ Diabetic: A1C, Homecare
- ✓ Heart Health*: HF, CHF, Heart Attack/AMI
- ✓ High Utilizer Group* (HUG), High Risk Care (HRC),
- ✓ Joint Replacement: Post Surgical hip/ knee replacement
- ✓ Non-Invasive Ventilation (NIV)*
- ✓ PAP therapy, certification, resupply
- ✓ Pregnancy Program, High Risk
- ✓ Resupply*: PAP, enteral, oxygen, urological, incontinence, etc.

* Denotes a series or multiple variations

Highly Scalable Programs with Optimal Clinical Outcomes

| Title | Question | ID | Criteria | Alert Level |
|---|--|------|--------------|-------------|
| Confirm Receipt Of Program Materials/HF Zones | Did you receive the patient education material and Heart Failure Zones? | 2341 | Alert on NO | Med-Low |
| 911 Review | Did you review with the patient when to call their doctor and when to call 911? | 1565 | Alert on NO | Med-High |
| Readmission/ER Visit | Since the last time we spoke have you visited the emergency department or been readmitted to the hospital? | 2152 | Alert on YES | High |
| Blood Pressure | Record today's BP (Enter all digits without the slash, for example if the blood pressure is 120/80, enter 12080) | 2024 | Configure | High |
| Heart Rate | Record today's heart rate. | | | |
| More Pillows | Are you using more pillows, or sleeping in a chair instead of your bed to avoid shortness of breath? | | | |
| Today's Heart Failure Zone | What Heart Failure Zone do you feel you are in today? | | | |
| Confirm Contact Information | Is a family member available to assist with the visit and assessment? | | | |

Configure Question

Alert Configuration

Systolic Pressure should not exceed:

Systolic Pressure should not be lower than:

Diastolic Pressure should not exceed:

Diastolic Pressure should not be lower than:

Individualize a patient's program by setting baseline measurements, adding/deleting questions and adjust decision support tools

Drawing on HealthCall-based studies and the successful implementation of hundreds of programs over 19 years, HealthCall Implementation Specialists work with the Client's clinical team to map processes and design workflows. These workflows are then modeled within HealthCall Program(s) with the related data elements, assessments, tasks, groups, prompters, etc.

Clients have the option of utilizing their own care plans or starting with a HealthCall Program as a framework for customizing their own care program. All elements of HealthCall Programs are highly flexible and can consist of in-home encounters, phone encounters, as well as automated health assessments.

Once in production, care specialists and providers have the option to quickly and easily individualized HealthCall Programs to meet unique patient needs. For example providers can add assessment questions, add baseline measures, adjust decision support tools, change outreach schedules and set communication preferences.

HealthCall Programs are deeply integrated within the HealthCall Care Delivery platform to work seamlessly with the HealthCall Automated Patient Response™ system, HealthCall-EHR, and HealthCall SMART Charts.

HealthCall patented Automated Patient Response™ (APR™) system is used by healthcare professionals to engage patients and enable the communication of more timely and relevant health information between healthcare professionals and patients. This improved process automation and patient-centric approach consistently results in increased patient engagement, healthier self-care behaviors, and higher quality outcomes.

