

CONIFER OUTREACH
MANAGEMENT



Helping You:

- Better monitor patient support and improve post-discharge care efforts
- Apply clinical resources efficiently to help improve outcomes, reduce readmissions and increase patient satisfaction
- Promote wellness and preventive medicine through physician network offerings
- Capture valuable referral and payment data
- Drive meaningful use adoption

Reduce Readmissions and Increase Patient Engagement

Collect quantitative and qualitative feedback on patient perceptions and satisfaction, and take action to improve the patient experience

YOUR BUSINESS CHALLENGE

Readmission within a short period following discharge can be costly, and in many cases, preventable. Avoiding preventable hospital readmissions is a win for patients, families, providers and payers alike. Telephone outreach, prioritized by discharge date and case severity, can be an effective strategy. With the right processes and technology, post-discharge follow-up can achieve rapid and significant reductions in readmission rates.

WHAT WE OFFER

Conifer Outreach Management works closely with you to drive patient engagement through post-discharge follow-up calls. Our customized post-discharge calls extend the patient experience and provide a quick check-in to make sure your patients are doing well, are understanding and following their post-discharge instructions, and are appropriately scheduling follow-up appointments.

Conifer Health helps organizations transition from volume to value-based care, enhance the patient experience and improve quality, cost and access to healthcare.

CONIFER HEALTH SOLUTIONS®

Hospitals & Health Systems
ConiferHealth.com/Hospitals

Physician Groups
ConiferHealth.com/Physicians

Employers
ConiferHealth.com/Employers

Conifer Outreach Management provides post-discharge calls to patients after 48 hours, seven days and 21 days, allowing for immediate escalation to your hospital's clinical teams for patients not adhering to discharge instructions. Post-discharge call information is a powerful source of data for immediate action with specific patients and long-range strategies to improve outcomes. Conifer Outreach Management reengages consumers and patients and enhances overall satisfaction by:

- Providing customized preventive screening, patient care, and post-discharge calls to assist patients
- Contacting Emergency Department patients within 24 hours of discharge to check in, identify any need for a physician referral, and facilitate a no-wait physician appointment when available
- Clarifying actions requested by physicians, reinforcing discharge instructions, and providing guidance on follow-up care and support, including physician referral, support groups and wellness education

HOW WE'RE DIFFERENT

In-depth knowledge and unmatched experience

With more than 30 years of healthcare-focused marketing and contact center experience, Conifer Health is one of the nation's most experienced providers of outreach services. We understand the issues you face and the importance of building positive patient relationships.

Trained advisors who build relationships

Our highly trained professional advisors are experts in reaching patients, coordinating needed care with local doctors, communicating and reinforcing discharge care instructions, and providing additional resources—all with a warm, friendly approach that builds confidence and loyalty.

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LET'S TALK about how to achieve better outcomes, visit ConiferHealth.com/LetsTalk