

CallAssure™



Post Discharge Patient Follow Up

With the Vocantas CallAssure™ post discharge follow up (PDFU), patient safety can be improved – providing consistent, reliable follow up.

The Vocantas PDFU system calls patients after they have been discharged from hospital. Patients interact using only their voice to respond to instructions on post discharge care, typically the same instructions they were given upon leaving the hospital.

96%
connection rate.

75%
of patients
PREFER IVR.

Reduce adverse events and improve patient outcomes by asking every patient to confirm the status of their condition and any non-compliance to discharge instructions. You will be notified immediately if any of your discharged patients are non-compliant or if their condition is deteriorating at home.

Automating post discharge follow up has saved many hospitals money by maximizing existing resources and reducing re-admissions and adverse events.

The Interactive Call

- Patient record is updated upon discharge
- Information is automatically exported to CallAssure PDFU
- CallAssure sets trigger date based on your business rules (e.g. 48 hours after discharge)
- Post discharge survey call is made
- Interaction is recorded and updated immediately in web portal
- Details from the PDFU survey call can be reviewed
- If the patient gave an answer that requires follow up from a nurse their call record will be flagged in the report and a notification will be sent to the nurse that a patient requires immediate follow up

Post Discharge Sample Questions

Q1: Did you receive written instructions before you left the hospital?

Q2: Were you prescribed new medications at discharge?

Q3: Did you make your follow-up appointment with your doctor?

Q4: Do you feel worse than when you left the hospital?

Q5: Do you know what symptoms to look for and what to do if experiencing them?

Q6: Are you confident that you can manage your health at home?

CallAssure Demo 1.855.271.2101

You will be offered four demos when you call the CallAssure demo line:

- Post Discharge Follow Up
- Appointment Reminder
- Missed Appointment
- Dosing

Use only your voice to interact with the system - when you are asked a question, simply answer. You will notice that our demos are multi-lingual. The patient is offered Spanish at the outset of the call. If the participant responds in Spanish the call will switch to entirely Spanish professional scripts. The calls can be unilingual, or have multiple languages of your choosing.

PROVED

Acceptance

CallAssure has a significant advantage over competitive solutions, as Vocantas is a field expert in the area of human behavior. It is imperative to the success of any interactive communication that the patient receiving the call has a positive experience with the call. We have worked very hard over a decade to perfect our handling of patient calls and in particular perfecting how the system responds to various patient responses.

For example, after the Champlain CCAC formally evaluated the implementation of the post discharge calls, they found that their patients, including those in the senior demographic, were accepting and enthusiastic about the technology.

Multiple Modes of Contact

CallAssure can call multiple phone numbers in preferred sequence for each of your patients. For example, the first call is made to the patient's home phone, then to their personal cell phone if the primary number is not answered. The system can be programmed to interact with SMS (text) messages and can send out email notifications to those who do not answer the phone call.

Reporting

- Reports are available in real time in the secure web portal
- All call data is documented and aggregated
- In the Call Details Report, status of every call is available as the calls are being made
- The Outbound Capacity Report shows how many calls were made and in what time frame

REPORTS											
Call Data											
Date	ID	Phone	Result	Reached	Q1	Q2	Q3	Q4	Q5	Q6	
2014-10-14 6:57:26 PM	CA01183	5745262593	Answered	YES	Yes	Yes	Yes	Yes	Yes	Yes	Improved
2014-10-10 9:21:34 AM	CA01186	8149429264	Answered	YES	No	Yes	Yes	No	Yes	Yes	Worsened
2014-10-12 7:23:52 PM	CA01189	3014935887	Answered	YES	Yes	Yes	Yes	Yes	Yes	Yes	Worsened
2014-10-06 3:11:39 PM	CA01203	3019424302	Answered	YES	Yes	No	Yes	Yes	No	No	Same
2014-10-06 3:17:52 PM	CA01212	8147312248	Answered	YES	No	Yes	Yes	Yes	Yes	Yes	Improved
2014-10-22 7:42:22 PM	CA01228	5745552965	No Answer	NO	-	-	-	-	-	-	-
2014-10-23 7:42:22 PM	CA01228	5745552302	Answered	YES	Yes	No	No	Yes	Yes	Yes	Improved
2014-10-05 2:00:55 PM	CA01246	5745263589	Machine	NO	-	-	-	-	-	-	-
2014-10-06 2:00:55 PM	CA01246	5745262356	Answered	YES	Yes	Yes	No	Yes	Yes	Yes	Improved
2014-10-01 7:15:06 PM	CA01250	6176712370	Answered	YES	Yes	Yes	Yes	Yes	Yes	No	Same

CallAssure web portal call report showing completed post discharge calls.

HOME DASHBOARD							
Current User							
Name: Nurse 0422							
Role: Administrator Nurse							
<p>Outbound calls complete for 10/29/2014.</p> <p>30 outbound calls in queue for 10/30/2014.</p> <p>ALERT(S): 15 Patients require follow up.</p>							
Call Summary							
Date	ID	Phone	Result	Reached	Follow Up	Call ID	
10/29/2014 8:30 AM	CA0234	5467831234	Answered	YES	NO	351432	
10/29/2014 8:41 AM	CA0276	5467839087	Answered	YES	YES	351433	
10/29/2014 8:52 AM	CA0456	5467456456	Answered	YES	NO	351434	
10/29/2014 9:03 AM	CA0123	5465456564	Answered	YES	YES	351435	
10/29/2014 9:14 AM	CA0986	546788767	Answered	YES	YES	351436	
10/29/2014 9:23 AM	CA0756	5467821327	Machine	NO	NO	351437	

CallAssure web portal call report showing completed post discharge calls that have been flagged for follow up.