CipherOutreach
Post-Discharge Communications

Close the post-discharge care gap with smart, personalized outreach. Stop preventable readmissions before they happen.

Keep Patients on Track.
Keep Care Teams Informed.

The moment a patient leaves the hospital, their care journey doesn't stop—but too often, the connection between patient and provider does. CipherOutreach post-discharge communications bridge that gap, ensuring patients stay engaged in their recovery while equipping care teams with the insights they need to intervene when it matters most.

By delivering timely, condition-specific outreach, CipherOutreach keeps patients on track with their care plans—reinforcing discharge instructions, addressing medication concerns, and proactively identifying risks before they escalate. At the same time, care teams gain real-time visibility into patient needs, allowing them to prioritize outreach and focus on the patients who need them most.

The result? Fewer readmissions, improved patient outcomes, streamlined workflows, and a better experience for both patients and providers.

Capabilities

Stay Connected with Patients
Proactive SMS, voice call and web check-ins keep patients engaged in their recovery. Timely outreach helps ensure they stay on track with discharge instructions, medications, and follow-up care—closing gaps before they become complications.

Catch Issues Before They Escalate
Spot risks early and prioritize outreach. Real-time alerts flag potential concerns, helping care teams focus on the patients who need attention most.

Make Follow-Ups More Impactful
Approach follow-up calls with the full picture. With patient responses in their own words from SMS outreach, nurses gain deeper insights into true needs—saving time and making follow-ups more meaningful.

Cipher Health

Every patient is unique. Know them all.

Key Benefits

Personalize the Patient Experience to Strengthen Engagement

- Keep patients engaged with customized, condition-specific outreach that feels natural and intuitive. For those responding via SMS, the ability to reply in their own words fosters a more natural experience, increasing response rates and providing richer, more actionable insights.

- Build trust and ensure a more connected care experience by equipping care teams with meaningful data upfront, allowing them to focus follow-up calls on resolving key issues. Improve engagement, boost program completion rates, and capture higher-quality data to enhance patient experience (PX) scores and overall care quality.
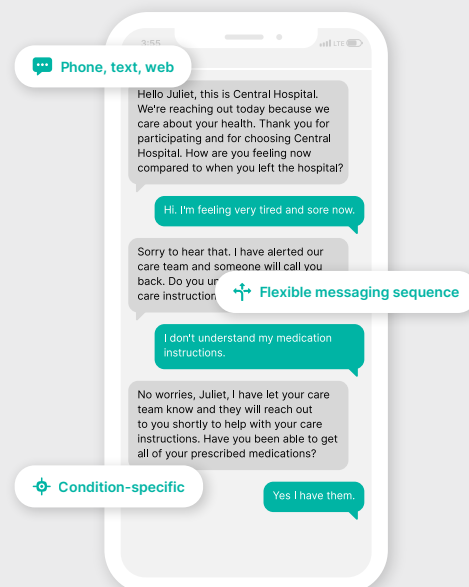
Prevent Readmissions with Proactive Support

- Automatically reach every discharged patient via call or text within 24–48 hours to create meaningful touchpoints that help prevent complications and reduce costly 30-day readmissions.

- Identify at-risk patients with live alerts, enabling care teams to intervene early and provide timely support for a smoother recovery.

- Leverage robust reporting to track patient outcomes, engagement trends, and potential risks, helping hospitals stay ahead of challenges.
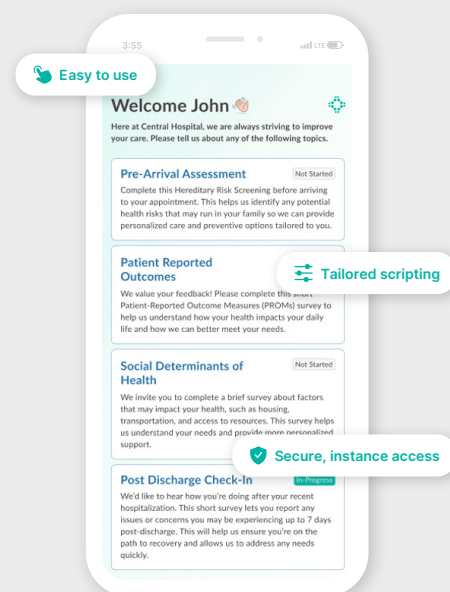
Streamline Workflows to Empower Care Teams

- Automate patient check-ins to ensure timely follow-up, allowing care teams to work at the top of their license and focus on delivering high-quality care.

- Simplify documentation with seamless EHR integration, minimizing administrative burden so care teams can focus on patients.

- Improve follow-up efficiency by equipping nurses with key patient insights ahead of time. With less time spent gathering basic information, calls become more productive and build stronger patient connections.

Personalize Patient Communications

Connect with Patients Across the Care Journey

Optimize Service Recovery

CipherHealth

1-888-917-9996 | cipherhealth.com | info@cipherhealth.com