



Automate Outreach in Support of Transitional Care Management



Use **CipherOutreach** to ensure **every TCM-eligible patient is contacted** about scheduling their upcoming visit, without overburdening staff.

Maximize your TCM reimbursements with CipherOutreach

As health systems continue to face economic headwinds, providers are in need of ways to retain revenue while still providing exceptional patient care. **Transitional care management** allows health systems to do just this by aligning financial incentives with outcomes. With TCM, providers in eligible care settings can receive reimbursements for patient discharges by performing interactive contacts with patients in the 30 day period following discharge.

With **CipherOutreach**, it's easier than ever for providers to meet TCM requirements without overburdening staff. CipherOutreach will automatically enter eligible patients into a purpose-built outreach program and will follow up with each patient 24 hours post-discharge. From there, the care team will receive alerts if a patient requires additional follow up based on their responses, freeing up staff so they can dedicate time to the patients who need it most.

Benefits of using CipherOutreach to support TCM:

Meet TCM requirements without burdening staff

Save staff time by automating scheduled calls to eligible patients with customizable, best-practice based scripts.

Ensure timely access to data

Provide staff with access to data and analytics during their interactions, enabling them to make informed decisions for patients.

Overcome language barriers

Utilize multiple languages to meet the needs of your patient population.

Seamlessly sync data with your EHR

Capture each outreach attempt and patient responses with a bi-directional HL7 feed to the EHR.

Example TCM Workflow with CipherOutreach

1. A patient is discharged from the hospital and automatically enrolled into a TCM outreach program via CipherOutreach.
2. The patient receives an automated call from CipherOutreach 24 hours after their discharge.
3. A patient picks up the automated call and answers all required questions; once they've completed their responses, they're placed on hold and transferred to a live nurse.
4. CipherOutreach facilitates a live transfer, connecting the patient on the line to a nurse.
5. The call team nurse confirms the patient's identity and uses the CipherOutreach Evolve dashboard to structure and document the call, including a review of discharge instructions, medication reconciliation, and coordination of a follow up appointment if needed.
6. The call team nurse can then note the interaction details into the EMR as a telephone encounter.

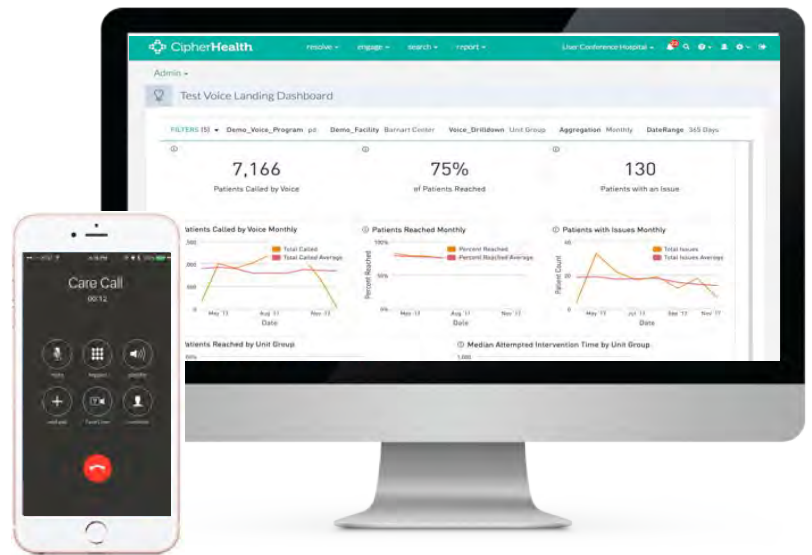
Realize additional revenue while helping patients reach optimal outcomes

Providers can earn an average of

\$205-278

per discharge based on the complexity of the patient's condition

Stay connected to patients with **targeted scripting** and **easy access to all patient responses**



Get started today. Call CipherHealth now and speak to us about supporting your TCM reimbursement program.