



## Phytel Outreach™

Proactively reduce gaps in care

### The Outreach Advantage

- + 90% of patients who need recommended care are reached.
- + 50% of those patients contact the office within five days for follow-up.

In today's value-based healthcare environments, revenues often depend on how fast and how effectively you can identify and engage at-risk patients in order to close gaps in care. Phytel delivers automated, evidence-based communications that focus proactively on top-priority patients, promoting better health outcomes and simplifying alignment with quality measures and initiatives.

### Identify Care Opportunities

The vast number and complexity of healthcare guidelines makes it impossible to successfully monitor patients' status manually, or to conduct targeted outreach using conventional methods alone. Outreach solves this problem by automating the entire process—leveraging intelligent technology to proactively identify patients who need recommended care and initiate customizable notifications regarding visits, tests, procedures or other follow-up care.

### Connect with Patients

Working behind the scenes to automatically act on your customized communication settings and schedules, Outreach uses the most up-to-date, evidence-based protocols to ensure timely contact with patients who require care—motivating them to stay connected and follow through with critical medical appointments.

### Demonstrate Results

Comprehensive summaries and reports provide detailed information about the progress of patient communications, allowing you to easily track and document the success of your outreach efforts.

#### IMPROVED QUALITY OF CARE

- + Enhance both chronic and preventive care
- + Reduce variances in care
- + Maximize patient engagement

#### STRONGER FINANCIALS

- + Optimize medical staff time
- + Boost quality-based payments
- + Qualify for PCMH auto credit

#### LOWER ADMINISTRATIVE COSTS

- + Increase efficiency and productivity
- + Reduce expensive manual errors and oversights

#### GREATER PATIENT SATISFACTION

- + Strengthen the patient-provider relationship
- + Promote a positive patient experience

## Built-In Protocols, Automated Notifications

Hundreds of continually updated, evidence-based protocols are automatically linked with your EMR and PMS data to identify gaps in care and the patients who need attention. You choose the protocols to emphasize, and can specify outreach frequency and content. Protocols apply across all primary care settings, specialties and ancillary services—enabling staff to address multiple gaps in care when patients contact you for follow-up.

Dashboard

Patients

Remind

Outreach

Insight

Coordinate

Transition

Reports

Outreach Summary

Sort By:

Time

Group: Medical Center, Westside

Provider: Casey, Ben G MD

Date: March 1

Status:

☒ Successful

☒ Incomplete

☒ Queued

Response:

☒ Delivered

☒ Queued

☒ Not Delivered

Reason:

All

Export

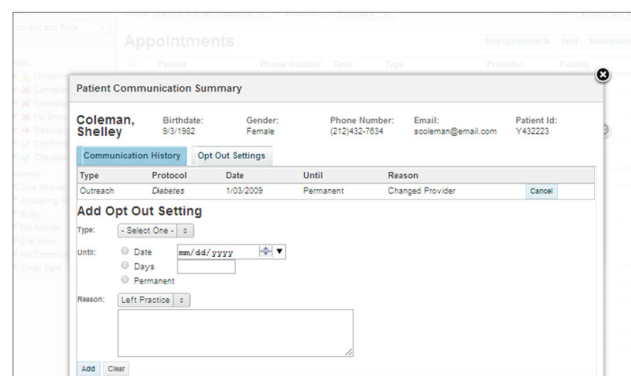
Update Results

Outreach

Patient	Reason	Phone Number	Provider	Facility
<input checked="" type="checkbox"/> Smith, Alan	Diabetes, Hypertension	(212) 432-7034	Casey, Ben G...	Medical Center
<input checked="" type="checkbox"/> Harrington, Lisandra	Hypertension, Cholesterol, Asthma	(214) 552-4165	Casey, Ben G...	Medical Center
<input checked="" type="checkbox"/> Cole, Edan	DEXA, Wellness	(214) 435-5374	Casey, Ben G...	Westside
<input checked="" type="checkbox"/> Killeen, Krista	Breast Cancer Screening, CAD, Diabetes, Wellness	(972) 834-5315	Casey, Ben G...	Westside
<input checked="" type="checkbox"/> Hinton, Gavin	Flu, Wellness	(214) 542-7319	Casey, Ben G...	Westside
<input checked="" type="checkbox"/> Barnett, Wanda	CAD, Colon Cancer Screening, Diabetes	(469) 261-1676	Casey, Ben G...	Westside
<input checked="" type="checkbox"/> Clements, Jerry	Wellness	(214) 559-6388	Casey, Ben G...	Westside
<input checked="" type="checkbox"/> Sims, Shay	Asthma, Diabetes, Flu	(972) 675-5757	Casey, Ben G...	Westside
<input checked="" type="checkbox"/> Hendricks, Fallon	Diabetes	(972) 365-7798	Casey, Ben G...	Westside
<input checked="" type="checkbox"/> Gutierrez, Hector	Colon Cancer Screening	(214) 717-2792	Casey, Ben G...	Westside
<input checked="" type="checkbox"/> Wendland, Jason	Diabetes, Hypertension	(214) 232-6733	Casey, Ben G...	Westside
<input checked="" type="checkbox"/> Walters, Dominique	Cholesterol	(972) 365-7798	Casey, Ben G...	Westside
<input checked="" type="checkbox"/> Daniels, Karen	Diabetes	(469) 261-8778	Casey, Ben G...	Medical Center

## Personalized Messaging

Patient-friendly options allow you to create effective messages appropriate to your patient population. Features include voice, email or text modes, a natural language voice that helps personalize calls, and a provider phone number display. Regularly generated reports detail patient response, offering summary views as well as specifics on the status of each individual. Communications and reporting are custom designed to match your exact workflow needs, and to reflect your core business strategies.



**Patient Communication Summary**

**Coleman, Shelley** Birthdate: 9/3/1962 Gender: Female Phone Number: (212) 432-7034 Email: scoleman@gmail.com Patient ID: Y432223

Type	Protocol	Date	Until	Reason
Outreach	Diabetes	1/03/2009	Permanent	Changed Provider

**Add Opt Out Setting**

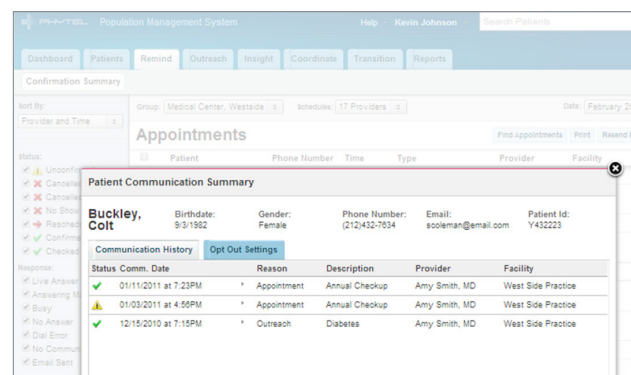
Type: Select One

Until: Date mm/dd/yyyy

Reason: Left Practice

## Secure Web Access, Rapid Implementation

Phytel's hosted, SaaS environment provides fast, secure access to patient data over the Internet—without any additional burden on your IT staff. Fully ISO 9001:2008 accredited and certified, Phytel's high-performance systems include rigorous HIPAA protections, and are highly scalable, versatile, and reliable. Simple implementation includes expert setup of automated data aggregation and mapping across your entire organization, and enables deployment in 60 days.



**Appointment Summary**

**Buckley, Colt** Birthdate: 9/3/1962 Gender: Female Phone Number: (212) 432-7034 Email: scoleman@gmail.com Patient ID: Y432223

Status Comm. Date	Reason	Description	Provider	Facility
01/11/2011 at 7:23PM	Appointment	Annual Checkup	Amy Smith, MD	West Side Practice
01/03/2011 at 4:59PM	Appointment	Annual Checkup	Amy Smith, MD	West Side Practice
12/15/2010 at 7:15PM	Outreach	Diabetes	Amy Smith, MD	West Side Practice

## The Atmosphere® Platform

*One scalable, integrated population health platform for your entire care team*

Phytel's Atmosphere platform leverages the most accurate clinical information and evidence-based guidelines to provide insight and enable your care teams to efficiently identify variances and isolate care opportunities. It also allows you to take action by automating the most appropriate intervention for managing care and more effectively improving health outcomes.

Other products on Atmosphere include Phytel Remind™, Phytel Insight™, Phytel Coordinate™ and Phytel Transition™.



**WATCH A DEMO TO LEARN MORE ABOUT PHYTEL OUTREACH™**