



DischargeHealth.

High-Quality Transitional Care
Management Services for Providers

www.dischargehealth.com



Why DischargeHealth?

Our HIPAA compliant cloud-based software application and full-service registered Nurse Practitioners are trained to manage patients in care transitions. Our transitional care management services helps providers offer quality care to patients in the value-based care ecosystem. DischargeHealth maximizes patient satisfaction and allows providers to incorporate transitional care management (TCM) services into their practice workflows. We automate the entire care transition process with our customized TCM software developed to match your practice needs.



Summary of our Solution

Our TCM solution uses CMS published guidelines to help provider schedule face-to-face, telehealth or mobile TCM appointments.

Healthcare providers who use our service deliver Transitional Care Management Services effectively offering greater patient care.

*Available in mid 2024



Medicare TCM Codes we help deliver

CPT 99495

Moderate medical complexity requiring a face-to-face visit within 14 days of discharge.

CPT 99496

High medical complexity requiring a face-to-face visit within 7 days of discharge.



How it works

#1 We call the patient

Interactive Contact

Within 48 hours, our trained call agents call the beneficiary or the caregiver after the beneficiary's discharge. This contact is completed by our trained call-agents via telephone. During this encounter our team asks the patient or their beneficiary about their care and logs the patient's answers into our secure online portal



How it works

#2 Our registered nurse determines complexity

Determining Complexity

Our registered nurse / medical practitioner reviews patient's answers logged by our call agent (from step #1) and determines the complexity of the patient.



How it works - Process Flow with Roles & Assignments of Each Stakeholder

<p>Step 0</p> <p>Doctor's Office uploads patient discharge summary in to a secure drop box before end-of-day</p>	<p>Step 1</p> <p>At 07:00 am in Texas, the data entry operator will sort patient data in chronological order. Then enter all data in data entry in Discharge Health online secure portal.</p> <p>At 08:00 am of Texas, Discharge health call agent will call the patients and enter data from their phone call into the online secure portal</p> <p>At 12:00 noon in Texas, the call agent will call the same day No - response patients.</p>	<p>Step 2</p> <p>At 13:00 pm in Texas, Nurse Practitioner will review all the entered data and set complexity as per CMS guidelines and move patients to the doctor's office list.</p>	<p>Step 3</p> <p>At 15:00 pm, the Doctor's office will open the Discharge Health online portal to check the status of patient (complexity) and schedule the patient's appointment as per Established complexity set by TCM nurse</p> <p>Before closing Doctor's office, the patients who have been examined either telehealth or face to face will be marked in the online portal as "Examined".</p>	<p>Step 4</p> <p>At 11:00 am in Texas, Call agent reviewed the doctor's list. And will place feedback call to patients to check about service and mark them "Checked" in the status</p> <p>Billing agent will invoice the services whose time cycle is completed. The data will be available in the following link</p>
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SaaS-based TCM Solution



Provider-Friendly Human Interface

Our TCM software streamlines practice workflows to simplify onerous tasks.



All-Inclusive Care Coordination

Our transitional care services reduce readmissions and ensure better clinical outcomes.



For Practices of All Sizes

Customizable transitional care management solutions for physicians.

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Thank You

 DischargeHealth.