

Remote Patient Support Checklist for Home-based Care Providers

WHEN WE'RE BETTER CONNECTED, EVERYONE WINS.

We've entered a new normal where it is now critical to provide remote care support for patients, families, and caregivers and at the same time enable a higher level of care team collaboration. The latest technology can enable staff to operate more efficiently in this new normal for healthcare delivery, and the result will be higher patient and family caregiver satisfaction.

We've put together a checklist of the critical services you need to provide remote support for patients and their families.

SECURE, INSTANT CARE TEAM MESSAGING.
With dispersed, remote care teams, waiting for an email or return phone call loses valuable time. Securely communicating in a virtual messaging environment, where a care team member can attach a photo or video to messages, is a standard feature and a must have.

TWO-WAY PATIENT & CAREGIVER COMMUNICATION.
Families and caregivers are stressed, and need to engage with staff in real-time, during the stay and afterward. These stakeholders are more important than ever as an extension of the care team, which makes this feature is a must.

SECURE, HIPAA COMPLIANT VIDEO SESSIONS.
The new normal includes a combination of in-person visits, virtual visits and telehealth. While waivers for non-compliant stopgaps may have been adequate at one time, these stopgaps are not a sustainable solution. The only real solution is a secure, HIPAA compliant video chat solution to engage any and all stakeholders.

CUSTOMIZABLE FORMS AND SURVEYS.
Paper and fax create a greater risk for delay of care. Reaching out to patients and caregivers with electronic surveys to assess patient status, medication and equipment needs and react immediately to those that need help most urgently creates efficiencies. These forms are a highly effective way to collect real-time information, especially when in-person contact is limited.

ELECTRONIC SIGNATURE CAPTURE.
Electronic signature, including "app-less" signatures, have become essential to expedite documents such as treatment consents, election of benefits, physician certifications, and change of care notices. Not only does this speed up the process, but it also allows for a more streamlined integration into your EMR.

AUTO-ESCALATION.
In an urgent situation, the ability for a family caregiver to reach your staff quickly can mean avoiding an unnecessary ER visit. Auto-escalation protocols ensure that urgent inbound communications are quickly routed to someone that can immediately address the patient's needs.

BROADCAST MESSAGES.
Emergencies are happening daily. Instantly broadcasting important information concerning emergency announcements and the like to the entire census and their families saves valuable time. Whether it be COVID-19 information or a natural disaster, the ability to instantly communicate to a mobile device is critical.

EDUCATIONAL OUTREACH.
Since families and caregivers have a greater responsibility for patient care, making it possible for them to easily access customized educational materials at any time, any place, on any device helps them properly support the care plan.

MULTI-LINGUAL SUPPORT.
Patients and their families may be comfortable communicating in their native tongue. Auto-translate features can reduce delays in care when receiving inbound communications.

EMR INTEGRATION.
Integration into a provider's Electronic Medical Records (EMR) solution ensures critical information is captured on the patient record. Given the uniqueness of every EMR, open APIs are critical to this integration. CMS promotes the use of FHIR-based APIs.

Many companies offer one or more of these point solutions. However, in order for home-based care providers to receive maximum return on investment the services must be tightly integrated to deliver their full potential. Only Citus Health offers a completely integrated platform solution that delivers on every one of these important services, enabling better care, greater efficiencies and happier patients and families. **We believe that when we're better connected, everyone wins.**

[Click here to learn more about the Citus Health full platform solution today.](#)