

# Hixny360's Alerts

## Real-Time Clinical Event Notifications



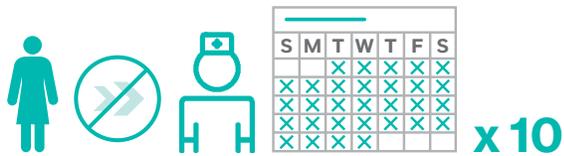
Get alerts the way you want to receive them – Portal, EMR, DIRECT, or Hixny's NEW Mobile App

### Supporting Transitions of Care

How can a PCP or care manager know their patient was in the hospital if they're not notified?

Hixny360's Alerts are notifying providers when their patients are admitted, discharged, or transferred from the hospital or emergency department, in real-time.

The healthcare community has a major problem – care coordination deficiencies are causing poor health outcomes and unnecessary costs.



Recent studies found that patients who were not seen by their PCP within 30 days of a hospital discharge were 10 times more likely to be readmitted.



More than half of patients who were readmitted within 30 days had no record of post-discharge follow-up care.

### Alert Essentials:

- **type of alert**, such as notifications for patient ED and hospital events – admissions, discharges, and transitions of care. We now include **discharge dispositions** – where a patient was discharged to, and details such as whether the patient left against medical advice or has passed away
- **value-add**, in addition to event notifications, we can automatically deliver alerts for discharge summaries, TOC, ED, and inpatient reports – as soon as they're available
- **a recipient**, such as a PCP or care manager who will provide follow-up care upon patient discharge – when a patient is admitted/discharged/transferred, our system identifies the individual/s who provide primary care or manages the care for that patient and automatically triggers an alert
- **delivery mechanism**, such as Provider Portal, EMR or care coordination system, DIRECT, or our NEW Mobile App
- **customization available** at the individual patient level – we offer flexible solutions to meet your needs

100% of  in our region are connected

Improve care coordination and facilitate smooth transitions of care to reduce unnecessary readmissions, lower healthcare costs, and improve patient outcomes.





# FAQs

## How do alerts work and how can I receive them?

When a patient is admitted to the hospital, you will receive an alert with a date, time, and location of admission. You will also receive an alert upon the patient's discharge including the discharge disposition, and Hixny can send you a follow-up message with the discharge summary once it is finalized by the hospital.

Alerts are delivered securely and directly to the patient's primary care provider. There are numerous secure methods; integrated directly into your workflow through client system or EMR, Provider Portal, DIRECT, or the new Hixny Mobile App.

## Who are recipients of alerts?

Recipients of alerts include anyone involved in a patient's primary care or transition between care settings. This can include PCPs, Specialists, Care Managers, Care Coordination Organizations, Behavioral Health Organizations, etc.

## Can I receive alerts for any patient?

You can receive alerts for patients with whom you have a current doctor-patient relationship, and when your role makes it generally appropriate to be informed about a hospitalization. Patients must give consent for providers to access their community health record, including notifications and other Hixny services. Typically, only a small percentage of people choose not to participate, but it is important to give patients the information and opportunity to make that choice.

## How soon after an encounter will I receive an alert?

Hixny receives information from hospitals in real-time and delivers the alert within moments of an encounter occurring.

## About Hixny

Hixny empowers modern healthcare by improving the way the healthcare community and patients access, analyze and collaboratively act upon patient-specific information to promote operational efficiency, eliminate unnecessary cost, improve patient-outcomes and advance community wellness.

Hixny360 is a healthcare solution – uniting doctors, hospitals, clinics, pharmacies, organizations and patients with the right technology, information and tools to increase efficiency, reduce costs and make decisions that improve the health of the individual patients and our entire community. Hixny360 enables vital information to get to the right place at the right time and brings clarity to the myriad complexities of our healthcare system.

## How do I subscribe to alerts?

Contact your Hixny Account Manager to register for alerts and to receive more information.

