

Workflow Optimization

Customer Profile:

A regional Mid-Atlantic hospital system and magnet facility for patients in need of high level emergency cardiac care.

Situation:

Hoping to improve Code STEMI response times while reducing burden on hospital dispatchers

Solution:

Use Vital-Link to trigger Code STEMI alert when EMT reports cardiac patient in transit.

- Alert automatically delivered to all on call cardiac team

members through their mobile so they are fully prepared when patient arrives

- Can include lab data and images (EKG), further reducing time from diagnosis to treatment

Response:

- Faster, more reliable communication and mobilization of response team.
- Eliminates reliance on dispatcher manual phone calls
- Hospital is now looking to expand utilization of the Vital Link platform to dental clinics for appointment reminders



Care Coordination

Customer Profile:

Provider of physician-led healthcare solutions that incentivize better coordinated healthcare delivery through carefully coordinated payment models.

Situation:

Looking for a secure, multi-modal communication system that connects patients, physicians, care coordinators/evaluators and payers throughout a Bundled Payment care event.

Solution:

Mutare's Vital Link enables encrypted communication shared among all involved parties; provides a complete record of communications for review, audit and compliance.



Result:

Close coordination of communications throughout care event assures adherence to Bundled Payment budget, more efficient service delivery and better care outcomes.

Surgery Status Update

Customer Profile:

A not-for-profit healthcare corporation serving patients throughout central Illinois.

Situation:

- Increasing # surgical procedures placing strain on support staff.
- Professional staff wasting time tracking down family members for updates.
- Waiting family members wanting more frequent updates about loved ones.

Solution:

Vital Link with Surgery Status module. Providing secure, 2-way communication between nurse liaison and family members or companions at

every change point throughout perioperative service delivery.

Result:

- Improve overall efficiency of surgery center operations.
- More collaborative care environment.
- Better experience for patients and family.



Appointment Reminder

Customer Profile:

A large public hospital system serving more than two million residents throughout Dallas County

Situation:

With more than 84,000 ambulatory appointments scheduled per month, the hospital was looking for a solution to reduce the number of missed appointments and improve care center operations

Solution:

Mutare Vital Link integrated with the hospital's Epic EMR system. Using the

patient schedule and contact information, Vital Link

- Delivers appointment notifications and reminders as SMS text messages to the respective patients' mobile devices.
- Records all messaging activity in database for review.

Response:

"Considering that a single missed appointment can cost the hospital system anywhere from \$50 to \$225 depending on the nature of service, any solution that is convenient for the patient and reduces no-shows for an organization of this size will have a significant impact on its bottom line."

