

# Cloud 9<sup>TM</sup> Healthcare

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# Reduce readmission fines. Improve outcomes. Lower costs.

Communication is a key to quality patient outcomes. And making critical communication simple is what we do best at Cloud 9.

When you employ Cloud 9 Healthcare's cloud-based patient monitoring service, you're using one of the simplest, most cost effective tools available to help reduce readmissions, improve patient health, and lower costs. Think of us as your partner in healthcare, providing an extra measure of security and reassurance for your patients, and for your organization.

Ultimately, you can rest assured that the Cloud 9 Healthcare follow-up program is one of the best safeguards you can employ to help avoid unnecessary readmissions – and your best path to positive patient outcomes and improved patient satisfaction.

## Reduce readmission fines

With Cloud 9 Healthcare Solutions, you can identify and resolve patient issues and complications before they lead to readmission. This reliable system can be programmed to call patients at precisely the right times to follow up on medications, therapy routines, and more. Using Cloud 9 Healthcare follow-up services, the money you save in reduced readmission fines in the first 30 days can more than pay for a year's service.

It has been proven that with timely and continuous post-discharge follow-up, this readmission rate can be reduced significantly. However, skilled nursing staff is expensive and in short supply, so it can be difficult to provide extended, comprehensive follow-up for patients using professional personnel.

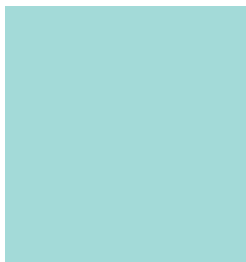
## Improve outcomes

Cloud 9 provides an effective and economical way to connect with patients in order to capture and measure recovery progress, reinforce discharge instructions, collect outcomes information, issue reminders, and build patient satisfaction surveys. Ongoing follow up of patients ensures better adherence to post-discharge instructions.

## Lower costs

Make more efficient use of qualified resources and avoid the costs and penalties associated with readmission. With no hardware to purchase or user licensing required, nothing to install or maintain, Cloud 9 Healthcare can be easily and inexpensively integrated into your current discharge and follow-up process.





# Six benefits of Cloud 9

## How Cloud 9 Healthcare Solutions Works

Combining automated voice technology with physician-authored scripts and pre-identified alerts, Cloud 9 Healthcare's follow up system can pinpoint situations where a patient is not recovering as expected or is not following post-discharge instructions. Subsequently, a caregiver or responsible party can be alerted to intervene before hospitalization – and readmission – is required.

Using advanced voice technology, this program collects information from the patient and monitors their progress and their adherence to post-discharge instructions. This relatively simple process is proven to be effective. In fact, in a recent study, 80% of patients surveyed said they preferred an automated caller to a human caller.

## Library of Call Scripts

Cloud 9 Healthcare features physician-created and approved call scripts that are pre-tested for a variety of medical conditions. Physicians within your organization can also modify existing call paths or create their own custom call paths to suit their specialty and protocols.

- Acute Myocardial Infarction
- Asthma
- Bariatric – Pre-Surgery
- Bariatric – Pre-Surgery Diet
- Bariatric – Post Op
- Bronchitis
- Cardiac Dysrhythmia
- CHF - Congestive Heart Failure
- Chronic Ischemic
- Heart Disease
- COPD - Chronic Obstructive Pulmonary Disease
- Depression
- Diabetes
- Gastrointestinal Bleeding
- Pneumonia
- PTSD
- Smoking
- Spinal Surgery Recovery
- Spine Surgery Post Op
- Suicide Prevention
- Urinary Tract Infection
- Weight Loss Program

1. Allows for ongoing contact with the patient
2. Provides consistent flow of patient data to healthcare professionals
3. Enables personalized communication
4. Offers easy implementation
5. Improves patient care
6. Delivers a high level of affordability

## About Cloud 9 Healthcare™

Cloud 9 Healthcare™ is part of Cloud 9 Human Connection Solutions™, an organization of dedicated individuals committed to improving the efficiency and effectiveness of communications for a wide range of industries and applications. Combining the proprietary, feature-rich NextGen Voice Technology™ platform with advanced infrastructure, the company created the industry's leading-edge patient follow-up program, Cloud 9 Healthcare.

**The benefits are proven. Integration with your current process is quick and easy.**

***Contact us for a consultation.***



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