

Automated Patient Follow-Up System



Mobile home health, Care, and Wound Clinics often lose touch with patients after discharge, leading to missed opportunities for follow-up care.

My automated survey system keeps you connected and ensures your company is the first choice if patients need to re-admit. Also, if a discharged patient indicates they may need to be put back on service, a member of your team will be automatically notified, so that they can help and re-enroll.



How It Works: Simple, Automated, Effective

Patient Enrollment: Automatically enroll discharged patients into my customer-built email workflows built off a series of custom-branded emails and custom-branded digital surveys.

Automated Email Workflow:

- **Weeks 1-4:** Weekly surveys
- **Month 2:** Bi-weekly surveys
- ***Months 3-6:** Monthly surveys



Survey Responses: Collect real-time patient feedback to track their health and ensure early intervention when needed.

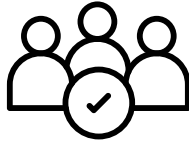


Team Notifications: Select a team member to receive real-time updates and notifications whenever a discharged patient completes a survey. This system allows for prompt follow-up or quick re-admission if necessary. If the surveys receive a 5-star rating, a second automated email will be sent, thanking the patient for their kind words and encouraging them to leave a Google review.



Build Trust: Maintain communication so that your company is top-of-mind for patients when they need further care.

Scope of Work: Building and Maintaining the Automated Post-Discharge Survey System



Initial System Setup:

- **CRM Integration:** I task my **HIPAA-compliant** CRM system with the automated survey platform to enroll discharged patients automatically.
- **Workflow Creation:** Develop and configure the automated email workflow for sending out surveys:
 - Weekly emails for the first 4 weeks
 - Bi-weekly emails in the second month
 - Monthly emails for months 3-6 or for as long as you wish.
- **Survey Design & Customization:** Create tailored survey templates tailored to your company's brands and needs.
- **Team Notifications:** Configure the system to notify selected team members of completed surveys and any patients indicating they may need further care.
- **Compliance:** Ensure that all patient data is managed securely in line with HIPAA requirements.

Automation and Testing:

- Fully automate the system to run without manual intervention.
- Test the system to ensure correct enrollment, survey delivery, real-time data collection, and notification processes.



Ongoing Maintenance:

- **Performance Monitoring:** Regularly monitor the system to ensure that surveys are being delivered and responses are collected without errors.
- **Adjustments & Updates:** Make any necessary adjustments to survey content, email scheduling, and notification settings.
- **Support:** Provide ongoing technical support to resolve any issues and ensure smooth operation.
- **Monthly Reports:** I will provide reports and metrics on how many surveys have been completed and if they have led to any specific outcomes.

Pricing

Cost Structure:

- **Initial Build-Out:** A one-time setup fee for system integration, survey customization, and workflow configuration.
- **Ongoing Maintenance:** A monthly fee to cover system monitoring, adjustments, support, and any updates, ensuring continued seamless operation and patient engagement.
- **ROI: If this system results in even one re-admission within a year, it will more than pay for itself. this is what makes it a highly cost-effective solution for patient follow-up management.**

For pricing and more info, please reach out!

Contact Details

Name	Phone	Email
<i>Ian Rader</i>	+1 (805) 319-5498	irconsultingut@gmail.com