



Solution Brief

Patient Discharge Solution

Patient Referral and Placement Plug-in

The **Nortel Patient Discharge Solution** is a comprehensive discharge solution that automates the current repetitive hospital procedures required to discharge patients. The solution reduces time previously spent by expensive, skilled nursing staff, allowing them to attend to patient needs. This is the first solution that integrates the existing hospital backend EMR/HIT systems with voice and data communication systems (mobile phones, email, SMS, etc.) to coordinate the discharges. After being discharged, patients will head to one of two possible destinations:

- 60% to 80% of patients discharged will return home (after the hospitalization)
- 18% to 29% of patients need to be placed in a recovery center (long-term or short-term) upon discharge

With the integration of Inscribe™ Healthcare, the Patient Discharge solution can effectively automate the currently manual and tedious process of selecting and placing patients in a recovery center that combines clinical needs with a patient's wishes, and within applicable health insurance coverage or financial means of the patient. In addition, if the patient is being discharged to their home and requires medical equipment or home nursing care, it can be ordered using the same Inscribe Healthcare Health Information Exchange platform.

When the above mentioned modules are integrated with the Notification Suite, the solution can notify all departments in the hospital and monitor, manage and coordinate patient transport and

housekeeping activities to ensure efficient turnover of the bed to production.

Some of the tangible and measurable benefits delivered by this solution are:

- Increased revenue per hospital bed and improved margins on the revenue generated (case description below)
- Immediate ROI payback after the solution is implemented with no non-hospital (external) dependencies
- The solution overlays with the existing hospital voice and data infrastructure
- Increased nursing and social worker productivity and greater patient care
- Increased nursing job satisfaction
- Integrated reporting showing all discharges — showing the difference between patients' handling for those going home vs. those being placed for alternate care

The Patient Referral and Placement Plug-in

The Patient Referral and Placement Plug-in simplifies case management's ability to identify the best-suited recovery centers and then automates and organizes the communication and responses over secure links with target recovery centers. The Patient Discharge



solution integrates the Inscribe Healthcare Information Exchange solution, eliminating an average of 20 pages of faxed pages per patient and institution into a paperless and secure communication for the healthcare marketplace.

This module consists of interworking between the following modules:

- Nortel's Core Discharge Module
- Inscribe Healthcare's Patient Placement database and alternate care transactions
- Integration with the Notification suite to efficiently turn around the bed to production efficiently

When Inscribe is integrated with the Nortel Patient Discharge solution, the hospital case managers can easily match patients' needs with a post acute care facility or home care provider in a few minutes of online entry. The web-based service automates notifications and manages placements, freeing up hospital staff. Time normally spent on phone, email and fax tag with potential providers is virtually eliminated. Inscribe complies with HIPAA and CMS regulations but also utilizes the

United States Postal Service® Electronic Postmark® (EPM) seal to authenticate all records and audit trails for totally indisputable records.

Features and capabilities

- Defined workflows for patient discharge referrals, eligibility verification and acceptance
- Automated notifications to suitable care facilities or homecare providers via fax or email
- 24/7 web completion of placements without tying up hospital staff
- Authentication with USPS® Electronic Postmark® seal
- Search by facility certifications, licensing, care specialties and insurance accepted
- Compliant with HIPAA, CMS, UETA and includes audit capabilities

The transactions and selections of the Social Service personal are time-stamped and placed with the patient records, providing a detailed record of all significant transactions for quality monitoring business improvement.

The Patient Discharge Solution (PDS) Social Services plug-in will enable case managers fast and efficient communication with nursing homes, home health agencies, hospices, rehab facilities, HME, DME and other extended care organizations. Some benefits include:

- Accelerates patient placement, increases margins and maximizes hospital bed, staff and equipment
- It provides easy, yet HIPAA-compliant access to patients' information by the facility/provider
- Contributes to higher quality care by speeding up access to information documented by the treating health professionals
- The solution is web-based so hospital personnel can upload electronic documents or fax patient information to the solution, allowing all hospitals regardless of their size or existing IT implementations access to the solution

For more information on Nortel Self-Service Solutions, visit www.nortel.com/ivr.

Visit Nortel on the Web at www.nortel.com. For the latest Nortel news, visit www.nortel.com/news.

For more information, contact your Nortel representative, or call 1-800-4 NORTEL or 1-800-466-7835 from anywhere in North America.

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