

vital

Coordinate High-Quality Care in Real-Time

Engage with Members During & After an Emergency Department Visit

Close the Communication Gap

Improve quality of care, cost of care, and member satisfaction

The nature of emergency care makes it challenging for Accountable Care & Managed Care Organizations (ACOs/MCOs) to provide real-time care coordination for members who present to the Emergency Department (ED). Disparate EHRs and the existing systems among providers are not equipped to simultaneously alert and connect members, hospital staff, and care coordination teams.

Vital's Solution for Accountable Care & Managed Care Organizations

Vital provides a unique solution that supports real-time interventional care coordination between patients, hospitals, and Accountable Care & Managed Care organizations during and after a visit to the ED. The result? Improved member satisfaction, advanced clinical outcomes for your at-risk population, and greater likelihood that members receive appropriate needed follow-up care with in-network providers.

ABOUT VITAL

Vital provides intelligent software, leveraging AI, natural language processing (NLP) and beautiful consumer grade software for patients and their caregivers in emergency departments and hospitals. The result is lower cost of care and improved patient loyalty.

100+

Hospitals

28

Health Systems

16

States



50-70% of patients use Vital in a hospital setting. We remind them of the benefits of your ACO/MCO, and steer them back to your team post-discharge.



Hospital staff are notified that a patient is an ACO/MCO member upon arrival in the ED.



ACO/MCO Care Coordinators are notified when a member presents in the ED or inpatient setting.



Communicate directly with the patient or family to facilitate interventional care management.



View all members receiving care across all hospitals.

Vital's AI-enabled ERAdvisor solution automatically identifies and notifies **the patient, hospital staff, and the care coordination teams** that the patient is a member of an ACO, triggering relevant and real-time data to flow directly to the care coordination teams and hospital staff.

How It Works

Vital's care experience platform uses SMS messaging to notify and alert, leverages machine learning for status predictions, and provides EHR data for informed decision making.



Member

Remind patients of their ACO/MCO membership and its benefits:

- Help with scheduling appointments
- Connect to Primary Care Physician
- Steer to low-cost medications
- Direct access to Care Coordinator
- Avoidance of duplicate tests



Hospital

- Notify hospital-based Care Coordinators that the patient is a member
- Connect hospital to ACO/MCO Care Coordinators
- Provide a patient demographic and clinical file based on data provided from the ACO/MCO, including:
 - Prior visit history
 - Known conditions/diagnoses
 - Medications



ACO/MCO

- Real-time SMS notification that a member has presented in an aligned facility ED.
- Provide care coordination teams with snapshot of member, including medications and problem list
- Leverage AI algorithm to predict member's post discharge status, including likelihood of admission.

BENEFITS

for ACOs, Hospitals, and Members

1. Achieve value-based metrics
2. Improve quality through rapid care coordination
3. Ensure members receive timely follow-up care
4. Engage high-risk members
5. Reduce unnecessary or inappropriate utilization of services
6. Provide quality care at a lower cost
7. Improve member satisfaction