

Intelligent Care Coordinator

“High value networks is where performance improvements are realized.”

Ray Coppedge, Executive Director, Wake Key Community Care

The New Competitive Currency – Outcomes and Cost

The ability to coordinate care consistently, effectively, and efficiently within high value virtual care delivery networks is widely regarded as a foundational step in the path to value-based care. Primary care is the hub for the services that patients receive and the tip of the spear when it comes to controlling cost, with each primary care physician influencing approximately \$10 million in downstream spend each year* (including referrals to specialist and diagnostic providers). Yet most organizations have yet to tap into the power of patient referrals and value-based delivery networks. One of the biggest barriers has been a lack of interoperability. Coordination mechanisms between primary care, specialists, and ancillary providers remain largely unchanged for the last fifty years, with more than 70% handled via archaic means such as fax, phone, and mail.

Interoperable Referral Management

Intelligent Care Coordinator (ICC) is an EHR agnostic SaaS referral coordination and communication solution that solves these challenges. ICC gives primary care groups the ability to control placement of patients within high value, virtual delivery networks and ensure coordinated care as patients transition to other providers and settings across the care continuum. With ICC, providers are able to exchange clinical documents bi-directionally between separate EMRs, maintain visibility into the ongoing status of referred patients community-wide, and collaborate with consulting providers.

Reduce Referral Leakage

Create, manage, and measure high value networks

ICC has a proven ability to deliver a greater than eighty percent success rate for keeping patients within high value networks, an increase of more than one hundred percent above average.

Key Benefits

- Reduce referral leakage
- Deliver better care at a lower cost
- Maximize value-based reimbursement

Key Features

- Create, manage, & measure high value networks
- Optimize patient placement
- Exchange clinical documents universally
- Maintain visibility into patient status
- Close the loop on care

Deliver Better Care at a Lower Cost

Optimize patient placement

A referral is the trigger point that dollars are about to be spent, and a coordinated response will ensure the optimal outcome. ICC makes it easy for primary care to place patients with the highest value provider, so they can more effectively control downstream spend.

Exchange clinical documents universally

Healthcare providers can seamlessly create referrals within their EHR and exchange clinical documents electronically between separate EHRs. Referrals and documents can be universally delivered to any receiving provider. No integration fees. Unlimited access.

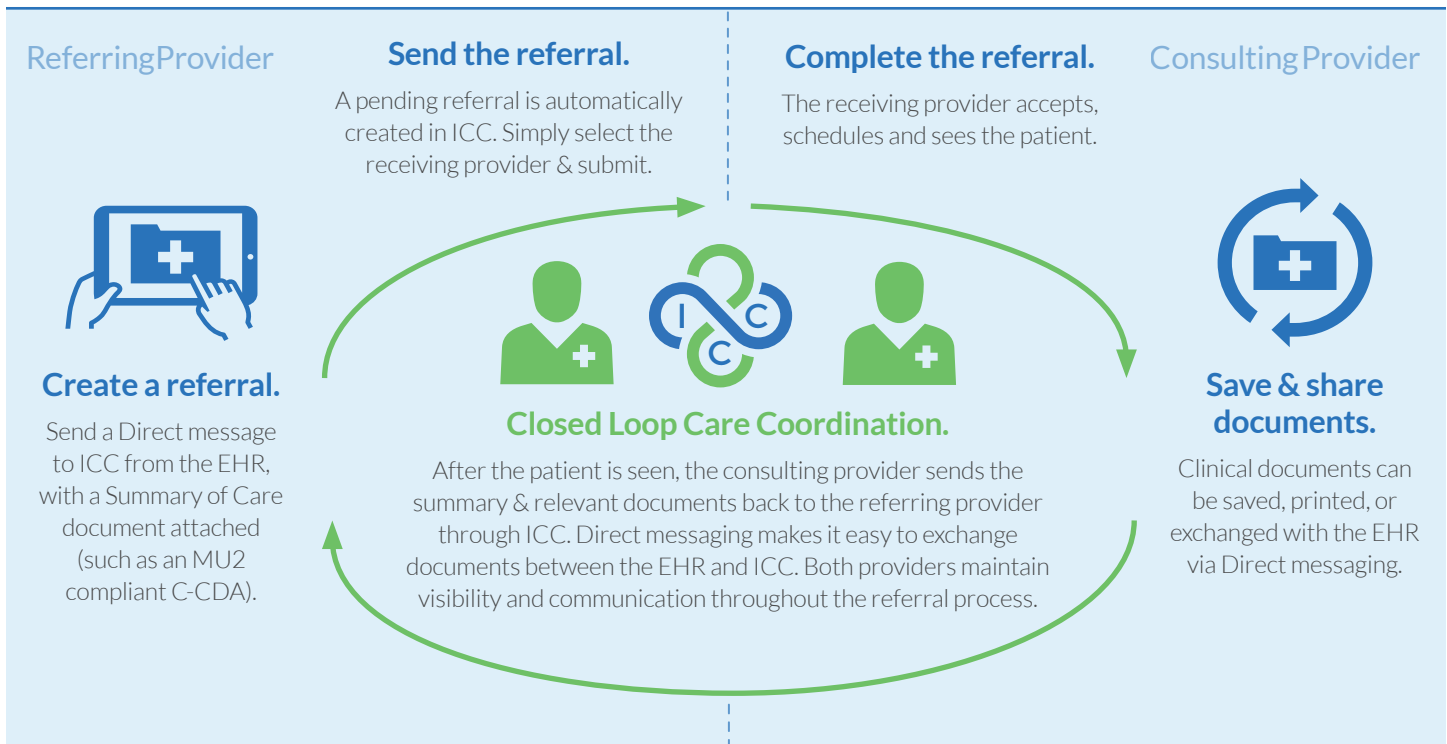
Maintain visibility into patient status

Primary care can ensure referrals are complete so patients are seen without delay. They can also maintain ongoing visibility into patient status, including accepted, scheduled, visited, report sent, and closed.

Win and Maximize Value-Based Contracts

Close the loop on care

ICC enables providers to demonstrate the level of value, quality of care, and coordination necessary to win population contracts. By providing highly coordinated care within high value networks, from the initial referral until the patient returns, primary care is able to maintain better control over downstream spend, improve quality, and deliver better outcomes.



*Source: JAMA. 2014;311(18):1855-1856

Health Reform and Physician-Led Accountable Care -The Paradox of Primary Care Physician Leadership

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