Patient Engagement

Tools place patients at the center of the Surgical Home. Patient satisfaction is a priority for all health care companies. When patients are able to avoid redundant interviews, receive personalized, easy-to-read information and communicate with their health care providers through modern platforms, they are far more likely to have confidence in the process and express greater satisfaction with their experience. SurgicalValet™ simplifies the patient intake process and generates automated personalized instructions. The services work within a facility's existing Patient Portal and outreach strategy so the message is always unified.

Surgical Case Management

Processes are organized in a simple-to-use software platform. The system ensures data is aggregated, patients are optimized, risk alerts are provided and all appropriate measures are taken before, during and after the day of surgery. The surgeon's office scheduling module saves time and makes it simple to book a case. A robust, integrated Document Management system pulls data from community EHRs, hospital HIS systems, and even faxes into a unified workflow for schedulers, RNs and administrators. A patient readiness tracking board and clinical decision checklists place all the information at the provider's fingertips. These services are all provided as a stand-alone, or as an extension of the existing EHR platform. This is because SurgicalValet™ is already integrated with most major EHR providers.

Surgical CDI™

Clinical Documentation Integrity platform helps ensure accurate billing through a complete capture of a patient's comorbidities. The surgical arena is frequently ignored by hospitals when CDI programs are put in place. SurgicalValet™ changes the process from a back-end effort to get the documentation into a front-end classification of patient comorbidity. This improved process not only ensures accurate billing but also improves quality scores while maintaining clean audits to show your documentation is correct. In a time of ICD-10 transition, bundled payments and value-based payment models, Surgical CDI™ is now a necessity for surgical departments to thrive.

Readmission Prevention

Platform leverages clinical decision checklists, alerts and tracking tools to ensure the right patients are flagged and followed. Parameters can be set by the institution and help you provide the best care possible while monitoring all patients relevant to your specific readmission strategy (e.g., CHF, COPD, total joints). Postoperative phone calls are prioritized and tracked. A full transitional care management module allows you to schedule and meet all necessary requirements to document and bill for these valuable services.

PQRS QCDR

Reporting platform is provided along with a complete quality analytics solution. Outcomes are tracked and reporting tools measure compliance across the entire perioperative continuum. The measures are simple to capture and accessible as a stand-alone or extension of your existing EHR. Real-time provider and administrative dashboards help generate the data where it is needed most. The information is presented in a fashion that helps improve efficiency as well as increase the likelihood of positive outcomes.