

Keep Patients Safe with Virtual Health Transitional Care



Envision Virtual Health offers a Transitional Care Program to patients who could benefit from follow-up care for up to a week after their discharge from the hospital.

The disease course for many complex medical conditions such as CHF, COVID-19, CAD, Cancer, COPD, other respiratory illnesses, etc., assumes significant morbidity and mortality. This can create uncertainty for providers and their patients when being discharged from the hospital.

As partners in healthcare, Envision Physician Services now offers a virtual method to re-assess and determine whether the patient's condition has remained stable while observing for a change in signs and symptoms. Additionally, providers can offer continued medical guidance and provide early intervention regarding any new issues or concerns the patient may be experiencing. Through virtual follow-up visits, patients can receive the medical care they need while remaining in the comfort of their own homes.

FAQs

Who is eligible for a follow-up visit?

Eligibility is pre-determined at the practice level and may include patients with specific symptoms or conditions (e.g., COPD, CHF, Pneumonia, COVID-19 symptoms).

How is the patient followed up?

The patient will be contacted via phone call, text or email with an opportunity to follow up with our provider through the Virtual Health platform.

How often can the patient be seen and over what time period?

The goal of the program is for the patient to have an opportunity to be re-assessed on an average of two visits over a one-week period following discharge. This period allows continuity of care until the patient can establish ongoing care with their primary care or community provider.

Who is the provider seeing the patient?

Envision providers who are highly experienced in managing complex medical conditions will be seeing patients.

What tools are utilized by providers to evaluate patients?

The Virtual Health platform will vary by facility. Patient visits will occur via an Envision-vetted and secure audio/visual Virtual Health platform using patients' own personal "smart devices" (such as mobile phones or tablets) to connect with providers. Where available, patients may be asked to provide readings from other personal health devices they have, such as thermometers, portable blood pressure monitors or pulse oximeters.

What occurs if the patient's condition is worsening?

Any patient who is determined to have a declining condition in need of evaluation will be referred back to the emergency department or will be told to call 911.

Is there an added cost to the hospital to provide this service?

There is no additional fee or cost to the hospital for providing this service. The patient and/or insurer will be responsible for any visit fees.

Who do I contact for more information?

For more information on approved platforms and other questions, contact **Juli Stover**, Vice President, Virtual Health Strategies, at **Juli.Stover@amsurg.com** or at **334.750.1552**.

ABOUT ENVISION HEALTHCARE

Envision Healthcare Corporation is a leading provider of physician-led services and post-acute care and ambulatory surgery services. We deliver physician services, primarily in the areas of emergency department and hospitalist services, anesthesiology services, radiology/tele-radiology services, and children's services to more than 1,800 clinical departments in healthcare facilities in 45 states and the District of Columbia. Post-acute care is delivered through an array of clinical professionals and integrated technologies which, when combined, contribute to efficient and effective population health management strategies. We offer a differentiated suite of clinical solutions on a national scale, creating value for health systems, payers, providers and patients. For additional information, visit **www.envisionhealth.com**.

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