Orb Health Drives Significant Patient Outcomes and Profitability Through Virtual Patient Care Planning (PCP) and Transitions of Care (TOC) Management Services

Orb Health's Care Management as a Service™ rapidly enables the scalable, highly effective delivery of patient relationship management and care coordination as a virtual extension of the health center without the need to add staff, apps, infrastructure, or budget.

We connect with your EMR then combine your best practices and standards of carewith our processes and workflow. Our certified remote care staff delivers your brand of high-quality care, incident-to your practice, while enabling comprehensive provider collaboration.

This approach effectively scales your contact center and care coordination capacity as a seamless experience while maintaining the consistency, integrity, and credibility of the care culture that you have built with your patient base.

Patients realize improved access, outcomes, and satisfaction while the health center and ACO increase reimbursements, advance quality measures, and lower the cost curve of healthcare while accelerating your journey to comprehensive value-based care.

PATIENT CARE PLANNING (PCP)

- MANAGEMENT OF PCP PATIENT POPULATION
  - PATIENTS NEEDING AWV's
  - HIGH RISK PATIENTS NEEDING 3-6-MONTH F/U
  - HIGH RISK PATIENTS NEEDING SICK VISITS
- ASSIGNED STAFF BEGINS OUTBOUND CAMPAIGN
  - CALLS, SMS, AND PORTAL MESSAGES UTILIZED IN OUTBOUND CAMPAIGN
  - ALL ATTEMPTS DOCUMENTED FOR TRACKING PURPOSES
- CENTER SPECIFIC PCP DOCUMENTATION STANDARD
- PROVIDER NOTIFICATIONS SENT
  - IF APPLICABLE BASED ON VISIT TYPE AND WORKFLOW
- PATIENT SCHEDULED WITH PCP
- PRE-VISIT PATIENT NOTIFICATION
  - PRE-VISIT CALL, SMS, AND PORTAL MESSAGE REMINDER
  - ENSURE THAT PRE-VISIT REQUIREMENTS ARE COMPLETED
- POST VISIT CONFIRMATION

TRANSITIONS OF CARE (TOC)

- MANAGEMENT OF ENS ALERTS
  - ENSURING ALL DISCHARGE NOTIFICATIONS ARE DELIVERED APPROPRIATELY
- ASSIGNED STAFF BEGINS OUTBOUND CAMPAIGN
  - CALLS, SMS, AND PORTAL MESSAGES UTILIZED IN OUTBOUND CAMPAIGN
  - ALL ATTEMPTS DOCUMENTED FOR TRACKING PURPOSES
- CENTER SPECIFIC TOC DOCUMENTATION STANDARD
  - WILL INCLUDE STANDARD NOTE REQUIREMENTS, FALL RISK, AND MEDICATION RECONCILIATION
- MEDICAL RECORDS REQUESTED, AND RETRIEVED BY STAFF
- PATIENT SCHEDULED WITH PCP WITHIN 7 BUSINESS DAYS
- PRE-VISIT PATIENT NOTIFICATION
  - PRE-VISIT CALL, SMS, AND PORTAL MESSAGE REMINDER
  - ENSURE THAT PRE-VISIT REQUIREMENTS ARE COMPLETED
- POST VISIT CONFIRMATION

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- Seamless Extension of Your Clinic

- Collaborative, Patient-Centric Care

- Proven Patient Outcomes and Satisfaction

- Improve Overall Quality Measures

- Increase Patient Base and ACO Profitability

- Accelerate Value-Based Care Adoption

52% Of Discharges Are Schedule For Appointments

74% Of Scheduled Appointments Are Completed Within 14 Days Of Discharge
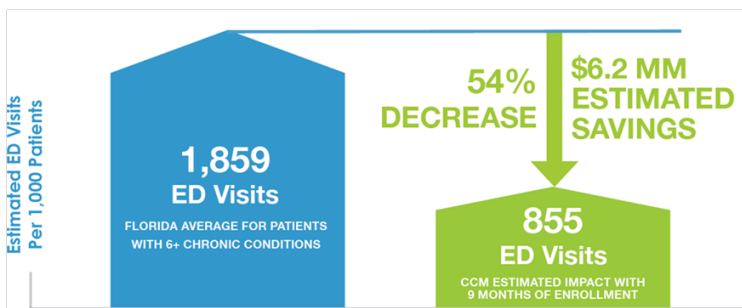
42%

Appointments Completed
Within 7 Days Of Discharge

32%

Appointments Completed
Within 14 Days Of Discharge

54% Decrease in Emergency Department Utilization

Results seen within 6-9 months for CHC Pinellas
ACO patients tracked before/after enrollment

Estimated ED Visits
Per 1,000 Patients

1,859
ED Visits
FLORIDA AVERAGE FOR PATIENTS
WITH 6+ CHRONIC CONDITIONS

54%
DECREASE

$6.2 MM
ESTIMATED
SAVINGS

855
ED Visits
CCM ESTIMATED IMPACT WITH
9 MONTHS OF ENROLLMENT

Using Florida averages for ED visit rates for patients with 6+ chronic conditions (1,859 visits per year per 1,000 patients) and the average cost of an ED visit in Florida ($6.1k), this results in 1,004 less visits per 1,000 patients each year resulting in an estimated $6.2mm in total healthcare savings. (Stats were obtained from publicly available data from CMS[1]. 1. https://www.ccwdata.org/web/guest/home

"Orb Health provides us with a turnkey suite of services that gave us everything we needed to quickly and efficiently expand PCP and TOC services, including scalable call center services so we don't have to directly manage additional personnel.

We're thrilled to be partners with Orb Health to realize better patient outcomes while saving costs and increasing our revenues."

ELODIE DORSO, CEO

COMMUNITY HEALTH CENTERS OF PINELLAS, INC.
Celebrating 40 Years

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