

# Declutter the Discharge Workflow

Begin preparing your patients for discharge at the time of admission. With a streamlined, web-based workflow, case managers spend less time shuffling papers and more time working one-on-one with patients, potentially lowering lengths of stay and costly readmission penalties. Give your patients the peace of mind that they'll be matched to the post-acute care facility best suited to their needs, and free yourself from phone tag, paper trails, and that never-ending loop of on-hold music.

## A STEP-BY-STEP LOOK



### Inpatient Case Manager

- Prepares patient discharge and selects referral service
- Attaches clinical documents



Community Care Transitions Portal contacts the matched programs via email:

- Advocare Rehab
- Greenwood Long-Term Care
- Phoenix House Rehab



### Post-Acute Contact

- Clicks link from email to launch web portal
- Reviews clinical documents
- Accepts or rejects referral



### Matched Program Responses

- Advocare Rehab - **Rejects**
- Greenwood Long-Term Care - **Rejects**
- Phoenix House Rehab - **Accepts**



### Phoenix House Rehab Coordinator

- Messages case manager through web portal for any additional details



### Inpatient Case Manager

- Reviews accepted offer(s) with patients and families
- Coordinates and completes discharge with accepting facility



## BENEFITS FOR CASE MANAGERS, PARTNERS, AND PATIENTS

### Case Managers

- Cut administrative time.
- Spend more quality time with patients.
- Choose from facilities based on statistical analysis, such as accept/decline rate and reason for decline.
- Have access to patient data through the EHR.
- Embed discharge reports and share them electronically.

### Referral Partners

- Accept or decline a pending referral through the secure web portal — no need for special software.
- Can accept or decline referrals without faxing, emailing, or calling.
- Send messages directly from the application workflow.
- Gain greater insight into individual patient and family needs before accepting or declining a request.

### Patients and Families

- Are better prepared for discharge, which could lead to a shorter length of stay in an acute care facility.
- Have the option to work with their case managers to decide which care setting best fits their needs, if multiple facilities accept.

To learn more about how MEDITECH Expanse can help you achieve a fully integrated and interoperable workflow, visit [www.meditech.com](http://www.meditech.com).