

DATA SHEET

Merative Phytel Outreach

Proactively reduce gaps in care

In today's value-based healthcare environments, revenues often depend on how fast and how effectively you can identify and engage at-risk patients in order to close gaps in care. Merative™ Phytel® Outreach helps users deliver automated, evidence-based communications and enables providers to focus on promoting better health outcomes with their top-priority patients. It also simplifies alignment with quality measures and initiatives.

Identify care opportunities

The vast number and complexity of healthcare guidelines makes it impossible to successfully monitor patients' status manually, or to conduct targeted outreach using conventional methods alone. To help you solve this problem, Phytel Outreach automates the entire process — leveraging technology to help users proactively identify patients who need recommended care, and initiate customizable notifications regarding visits, tests, procedures or other follow-up care.

Connect with patients

Working behind the scenes to automatically act on your customized communication settings and schedules, Phytel Outreach allows you to implement up-to-date, evidence-based protocols to help you identify and contact patients who require care — motivating them to stay connected and follow through with critical medical appointments.

Demonstrate results

Comprehensive summaries and reports provide detailed information about the progress of patient communications, allowing you to more easily track and document the success of your outreach efforts.

Built-in protocols, automated notifications

Hundreds of continually updated, evidence-based protocols are available for you to link with your Practice Management System data to identify gaps in care and the patients who need attention. You choose the protocols to implement, and specify outreach frequency and content. The available protocols can be applied across all primary care settings, specialties and ancillary services, enabling staff to address multiple gaps in care when patients contact you for follow-up. We also have enhanced outreach options which will combine clinical findings from your EMR.

Personalized messaging

Patient-friendly options allow you to create effective messages appropriate for your patient population. Features include voice, email or text modes, a natural language voice that helps personalize calls, and a provider phone number display. Regularly generated reports detail patient response, offering summary views as well as specifics on the status of each individual. Communications and reporting are customizable to match your workflow needs, and to reflect your core business strategies.

Safeguarded web access, rapid implementation

The hosted SaaS environment offered by Merative™ provides faster, protected access to patient data over the Internet — without additional burden on your IT staff. ISO 9001:2008 certified, Merative's high-performance systems include rigorous security protections, and are highly scalable, versatile and reliable. Simple implementation includes expert setup of automated data aggregation and mapping across your entire organization, and enables deployment in approximately 60 days.

KEY BENEFITS

Empowers you to:

Improve quality of care

- Enhance both chronic and preventive care
- Reduce variances in care
- Help maximize patient engagement

Improve financials

- Optimize medical staff time
- Boost quality-based payments
- Qualify for PCMH auto credit

Lower administrative costs

- Increase efficiency and productivity
- Reduce expensive manual errors and oversights

Increase patient engagement

- Strengthen the patient-provider relationship
- Promote a positive patient experience

Merative Patient Engagement

Phytel offers one scalable, integrated population health platform for your entire care team.

The Merative patient engagement solutions allow solution allows you to use clinical information and evidence-based guidelines to gain insight and help your care teams efficiently identify care opportunities. It enables you to take action by automating care management, allowing you to focus on promoting better health outcomes with your top priority patients.

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Merative is a data, analytics and technology partner for the health industry, including providers, payers, life sciences companies and governments. With trusted technology and human expertise, Merative works with clients to drive real progress. Merative helps clients reassemble information and insights around the people they serve to improve healthcare delivery, decision making and performance. Merative, formerly IBM Watson Health, became a new standalone company as part of Francisco Partners in 2022.

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