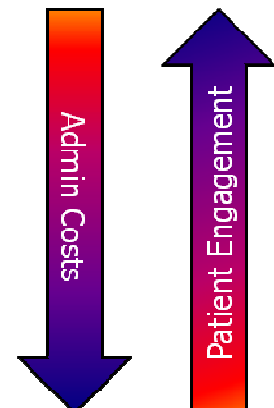
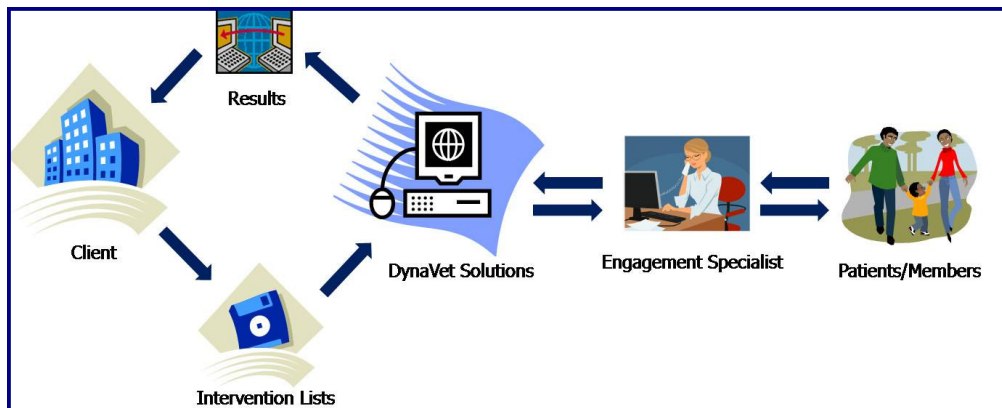


Our suite of TeleHealth solutions are aimed at extending the reach of clinicians through telephonic outreach efforts that are based on a clinical event or finding. The outreach calls are triggered by the receipt of a data file or message indicating the type of call to be made. Calls can be triggered from hospitals, clinics, health plans, personal health records, care management companies, or health information exchanges. The results of the outreach efforts are captured in a HIPAA-compliant database and can be transmitted via messaging back to the entity that triggered the outreach. By enabling cost-effective follow-up monitoring, clinicians will be able to focus their efforts on those patients who most need it by responding to adverse trigger messages from the TeleHealth service. Examples of programs available include:

- ◆ Post discharge calls
- ◆ Pre-admission coordination
- ◆ Condition management calls
- ◆ Remote monitoring and triage
 - ◆ Safety calls for seniors
- ◆ Preventive service reminders
 - ◆ Medication compliance
 - ◆ Disease management
 - ◆ Pre-natal care

- **Increase patient engagement rates**
- **Improve compliance with clinical guidelines**
- **Increase efficiency of clinical resources**
- **Extend existing programs**
- **Conduct program screening and intake**
- **Increase formulary usage and medication compliance**
- **Enhance relationship with patients**
- **Improve outreach efforts**
- **Close gaps in care**

How it works



Identifying patients most in need of clinical resources

- ◆ Client defines targeted population and intervention
- ◆ Engagement Specialist collects information from patient
- ◆ Responses fed electronically back to client or via rules-based email alerts

Higher direct touch rates = Higher customer value

“We make **care management** better”

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