



## USE CASE & WORKFLOW

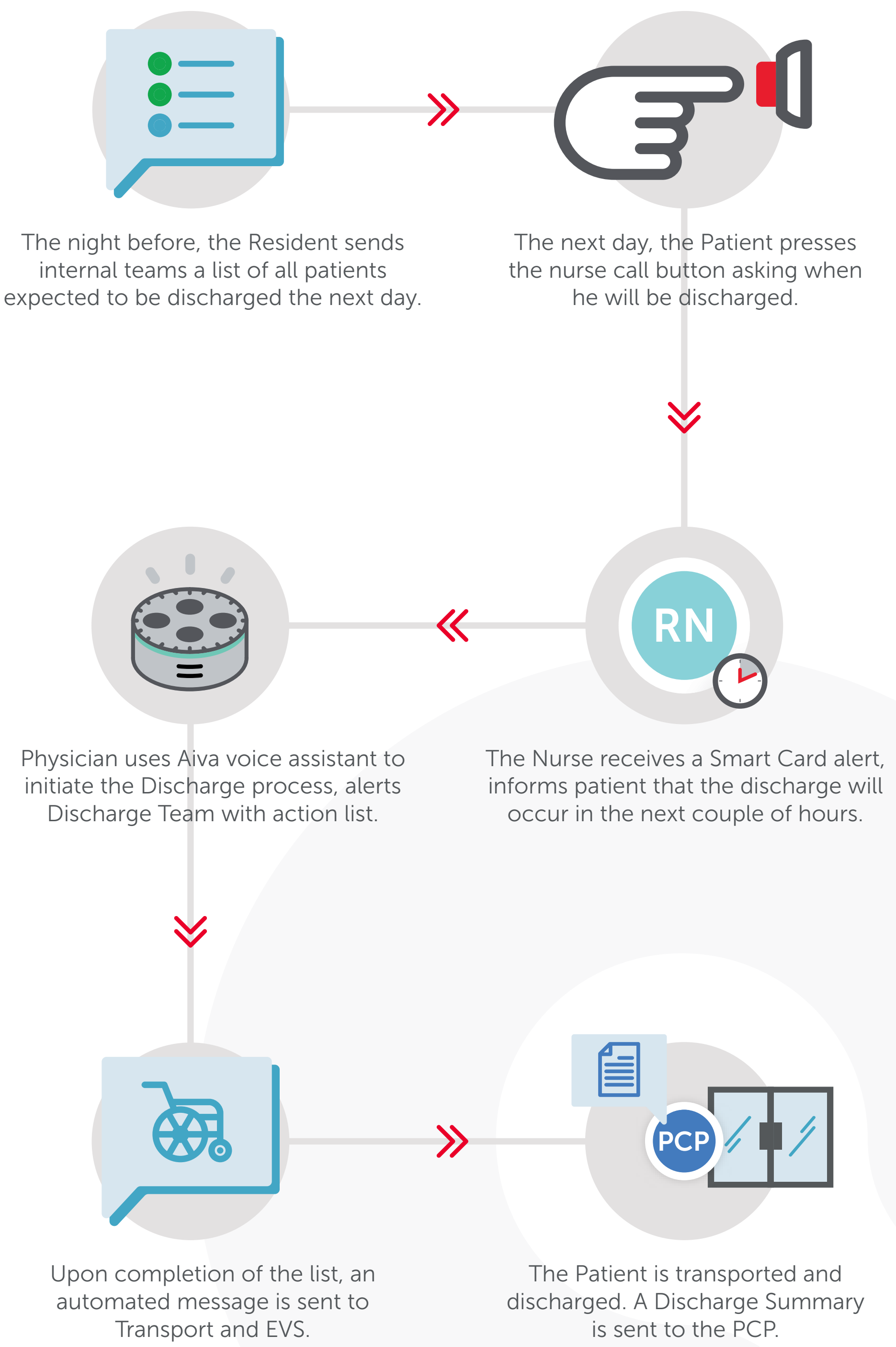
# Patient Discharge

Delays in patient discharges can have a ripple effect throughout a hospital. According to MedCity News, operating rooms saw underutilization of 45%, partly due to surgical delays or cancellations caused by a lack of available beds. Same for the ICU, causing 81% of transfer delays.<sup>1</sup>

# 30%

The percentage of hospitalized patients whose discharge is delayed; Nearly 1/3 of these are due to non-medical factors<sup>2</sup>

Here's how a secure communication solution can speed discharge response times for better patient outcomes.



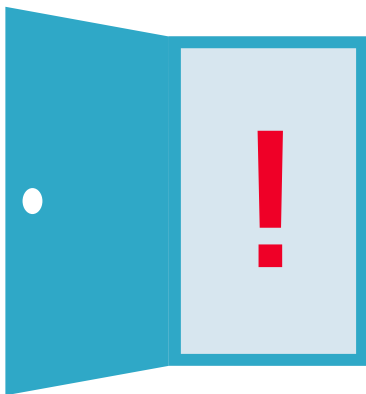
### Roles



Registered Nurse



Primary Care Physician



### Did you know?

The discharge summary reaches the primary care provider by the time of the first follow-up visit in only **12% to 34%** of such visits, and even then often lacks key information.<sup>3</sup>

<sup>1</sup>Agrawal, Sanjeev. "Four reasons why OR block scheduling is finally getting overhauled." MedCity News, Sept. 22, 2016.

<sup>2</sup>Which Reasons Do Doctors, Nurses and Patients Have for Hospital Discharge? A Mixed Methods Study

<sup>3</sup>Kripalani S, LeFevre F, Phillips CO, Williams MV, Basaviah P, Baker DW. "Deficits in communication and information transfer between hospital-based and primary care physicians." 2007, JAMA.

## Better Outcomes Achieved

**Faster discharges & transfers**  
Share discharge and transfer details with the care team in real time.

**Higher patient satisfaction**  
Patients leave the hospital in a timely, organized way with clear instructions.

**Reduction in bed days**  
Faster discharges ensure fewer patients remain past the cutoff time.

**Lower readmission rates**  
Patient, family, and PCP are clear on follow-up plan and appointment(s).

**Care team collaboration**  
Better communication ensures discharge tasks are completed quickly.

**Fewer medical errors**  
Task lists and team communication reduce risks of medication errors or other issues.