

# TransferCenterIQ™

Expand and optimize patient access across your entire health system

TransferCenterIQ™ centralizes and expedites patient access into, between, and within your acute care facilities, and out to community care.

The result: referrals are much faster and smoother, patients get timely care in the right setting, and your network gains significant new revenue and growth.

## With TransferCenterIQ, you can:

- 1 Create a central, one-stop-shop for referrals and transfers network-wide.
- 2 Streamline and accelerate patient intake by bridging silos and standardizing optimal workflows.
- 3 Improve quality by reducing errors, improving consistency with clinical protocol and health system policy adherence.
- 4 Create a culture of accountability and reduce risk by capturing and timestamping all referral and transfer activities.
- 5 Enhance communication and coordination with all stakeholders, including external and accepting facility care teams.
- 6 Establish high reliability and drive continuous improvement with the most comprehensive data and best patient access analytics in the industry, powered by TeleTracking's SynapseIQ™.



- ▶ Centralize patient access and accelerate referrals and transfers
- ▶ Expand market share and increase revenue
- ▶ Improve timeliness of care transitions
- ▶ Streamline and standardize processes
- ▶ Align care teams and resources to meet patient demand
- ▶ Drive accountability throughout your health system

# Coordinate care throughout the continuum

TransferCenterIQ enables you to centralize and standardize care transitions throughout your patients' journey:

- ▶ Acute to acute—health system to health system, campus to campus
- ▶ Outpatient to acute
- ▶ Acute to post-acute
- ▶ Direct admit—from home, physician's office, nursing home, clinic

## Visibility and alignment

Only TeleTracking gives you the full operational visibility you need to align operations across your health system.

With TeleTracking's SynapseIQ™ analytics solution, you visualize resources, demand, and performance across decentralized care teams. And, you align your care teams and health system resources to meet patient demand.

Here's just a sample of the TeleTracking analytics our clients rely on:

- ▶ Inbound and outbound referral volume by geography
- ▶ Transfer declines by reason and denial details

- ▶ Transfer history and transfer requests
- ▶ Top referring physicians
- ▶ Payer mix by referring facility
- ▶ Real-time transfer timer metrics
- ▶ Acceptances and denials
- ▶ Physician communication response times

By understanding and acting upon these measures and more, our clients deliver a positive and cohesive patient experience across care settings, improve physician relations, and drive significant revenue growth.

## TeleTracking: At the heart of 100+ Command Centers



Carilion Clinic Transfer and Communications Center

TeleTracking's TransferCenter™ solutions power **more than 100 Operational Command Centers** across North America and Europe. According to the *KLAS Operational Command Centers 2018* report, TeleTracking has built more Command Centers than all other vendors combined.

Typical patient access outcomes include:

- ▶ **15-20%** average increase in transfer volume
- ▶ Revenue increases in the **tens of millions** and more per year
- ▶ Transfer acceptance times cut by **60-70%**

## TransferCenterIQ: Built to help you grow, and grow with you

TeleTracking's Command Centers continuously mature as integrated care networks grow more complex. As care delivery decentralizes, care coordination functions become increasingly centralized to better serve larger populations.

TeleTracking's platform has evolved to meet these challenges. TransferCenterIQ, the cloud-based successor to TeleTracking's TransferCenter, is purpose-built to scale up as Command Centers expand and mature. It's powerful, fluid, and easy to use and support.

TeleTracking's TransferCenterIQ™, Capacity Management Suite™, and SynapseIQ™ solutions form the core technology platform for healthcare's most advanced Operational Command Centers.

