

## Automated Patient Monitoring: Deliver Personalized, High Quality Care with CallAssure™

**What if you could ensure more compliant patients, better-informed staff and more successful treatment outcomes?**



The CallAssure service automatically calls patients by telephone to collect and deliver essential information in support of their individual care plan. CallAssure is a cost-effective way for hospitals and managed care programs to deliver a higher level of care to patients.

### **CallAssure makes it possible for you.**

By automating patient outreach between clinical visits, CallAssure solves many of the challenges faced in healthcare today with:

- Proactive patient follow-up without added burden to staff
- Reduced re-admissions, emergency department visits, secondary treatment costs and potential liability
- Efficient capture and delivery of personalized care information, regardless of patient demographics
- Improved overall quality of care—outpatient services and programs

CallAssure is an interactive voice response system (IVRS) developed for healthcare providers with particular application in hospitals and managed care facilities.

CallAssure can be used for many applications such as:

- Post-discharge follow-up
- Check-up calls between clinical or home visits
- Test and appointment reminders for chronic disease management
- Smoking cessation and similar programs

This automated process has been designed with direction from healthcare professionals in response to their request for improvements in monitoring systems for discharged and chronically ill patients.

CallAssure is a patent-pending (17140-1US) process that has been clinically tested in multiple North American hospital environments with favourable results.

Ten years of research and development have resulted in a high acceptance rate among patients using the system.

CallAssure is a plug-and-play system that integrates easily into existing phone systems.

The system can be hosted by Vocantas, or reside on-site at the healthcare facility. It's easy-to-use computer interface can interact with your database directly to make call processing simple and timely.

CallAssure strictly adheres to privacy policies in both Canada and the U.S., ensuring that patient data is kept secure and that only the appropriate resources have access to private health information.

## Features:

## Benefits:

The intuitive Voice User Interface using Speech Recognition or touch-tone (DTMF) makes it simple to use regardless of your patients' demographics.

More than 80% of patients who have used the system found it easy to use and 66% had indicated it as their preference for follow-up over traditional telephone calls.

You can change administration and configuration settings securely from your PC using Windows® Internet Explorer—there is no need for a special console.

Integration with existing systems makes CallAssure a significant asset to your clinic, with no increase in workload for those who manage it.

Scalable to perform thousands of calls per day. Cost-effective solution monitors the health status of every discharged patient in a timely manner.

CallAssure can help your organization achieve its best practices goals by increasing patient safety, quality of care, and monitoring patient satisfaction.

Patients can have the option to transfer to a live agent or nurse, where intervention is necessary. Pilot studies have shown that often, no follow-up call was required for as many as 75% of the patients on the follow-up list.

Allows healthcare professionals to focus on patients who require assistance—reducing idle conversation and time spent in trying to reach those who do not require intervention.

A fully customizable and scalable solution that can be used in many different healthcare settings including chronic disease management, post discharge follow-up and patient surveys for quality benchmarking and reporting.

This proactive approach can reduce readmissions, ER visits, length of stay, and other secondary treatment costs. You can gain important statistics on patient satisfaction to improve policies and procedures.

Detailed, customizable reports allow you to drill-down, review and analyze call history and patient responses.

You can quickly identify trends and issues, which enables your organization to maintain accurate records for audit and review processes.

Fully automated data import and/or manual entry of patient data fields makes it easy for your team to add patient information. Administrators can change access rights for multiple users.

Strictly adheres to privacy policies in both Canada and the U.S., ensuring that patient data is kept secure and that only the appropriate resources have access to private health information.

Optional Watch Dog self-monitoring service can be made available.

This remote monitoring option ensures that the CallAssure system is operational at all times—with no burden to your IT department.

Vocantas is a developer of interactive voice response systems (IVRS) that use advanced computer telephony and speech technology to provide its customers with cost-effective customer outreach solutions.

With over a decade of experience, the company's easy-to-use, turn-key solutions offer customizable core features and optional enhancements that integrate seamlessly with existing systems. Its products have particular application in the healthcare, education, utilities and customer service environments where they have been proven to increase efficiencies while minimizing operational costs.

**For more information, contact us today at 877.271.8853 or [info@vocantas.com](mailto:info@vocantas.com)**