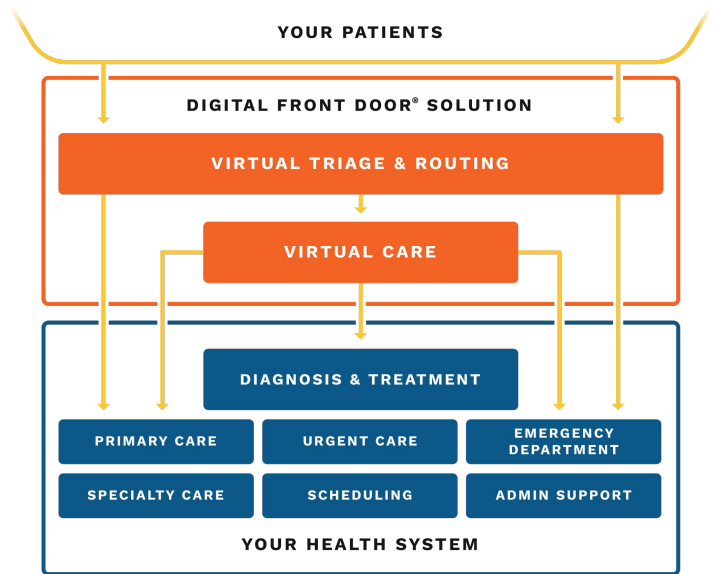# Demonstrating IMPACT in Action With ZIPNOSIS

THE BACKGROUND

» Traditional healthcare only delivers quality care slowly at a high cost.

» Providers are unable to work at the top of their license.

» Patients are often routed to an inappropriate care site due to lack of proper triaging.

» The result is an **inefficient**, **costly** system with **unsatisfied** patients and providers.

THE COMPANY'S SOLUTION

» Zipnosis created device-agnostic virtual care that offers patients **greater choice** and **convenience**, offers providers improved **efficiency**, and still boosts the **bottom line** for health organizations.

» Using clinical data and technology, Zipnosis' solutions foster better patient triage, enabling face-to-face help when it's needed, and virtual solutions when it's not.

» Matt Booker Hodges, AVP at Zipnosis, describes how Zipnosis accomplishes this through intelligent adaptive interviews, a form of asynchronous telehealth that involves using clinical protocols that mimic the questions a provider might ask a patient or another provider during a consultation. After each response, the subsequent questions adjust to collect more information on symptoms and aid in diagnosis. This unlocks:

| Standardized data gathering that is more thorough than a conversation | Standardized documentation that's easier for a clinician to read | Time savings by reducing the need for follow-up questions | Automated documentation including SOAP notes and care plans |

YOUR PATIENTS

DIGITAL FRONT DOOR® SOLUTION

VIRTUAL TRIAGE & ROUTING

VIRTUAL CARE

DIAGNOSIS & TREATMENT

| PRIMARY CARE | URGENT CARE | EMERGENCY DEPARTMENT |
| SPECIALTY CARE | SCHEDULING | ADMIN SUPPORT |

YOUR HEALTH SYSTEM

Source: Zipnosis

IMPACT IN ACTION

Zipnosis exemplifies how effective care transitions improve quality of care and physicians' efficiency:

Initiation & Onboarding

Zipnosis' tech stack, which enables comprehensive data gathering, allows it to appropriately direct patients.

Downstream Referrals

Zipnosis supports downstream referrals between V1C and brick-and-mortar Health System partners.

THE RESULT

Between February and March of 2020, the peak of the COVID-19 pandemic, Zipnosis helped:

176 THOUSAND

Patients triaged and routed to the appropriate point of care site without staff involvement

2.1 MILLION

Minutes of physician time saved which was then diverted to those who needed it most

The IMPACT Resource to Use

Enhancing **care coordination** and **user experience** across the board and driving improvements in **access, equity, effectiveness, and efficiency** can be done using IMPACT's Care Transition Toolkit.

IMPACT · ata · Virtual First Medical Practice Collaboration