Features, Advantages and Benefits of Mobile-Enabled Care Management

Real-Time Care History

Give patients quick, convenient access to their records.

Whether patients have questions about medications, immunizations, follow-up care, or upcoming appointments, answers are at their fingertips with CareTraxx.

- Providers who give patients access to their care plans through mobile apps see improved care-plan compliance and fewer costly patient readmissions.
- Patients who feel more connected to their care teams are more likely to thrive and less likely to miss appointments or use medications incorrectly.

Automated Patient Outreach

Design campaigns that prioritize patients based on greatest need.

The easy-to-use CareTraxx dashboard lets you deliver timely, targeted messages to patient populations based on a variety of criteria and provides real-time patient responses. Measuring ROI and outreach effectiveness helps providers reconfigure future campaigns, if indicated, to further improve outcomes and boost productivity.

- Providers see higher patient-satisfaction and quality-of-care scores, and often earn larger payor incentives, by automating the delivery of timely and relevant information to patients.
- Patients who feel more in control of their health care plans tend to learn more and do more to keep their chronic conditions in check.

Interactive Patient Notifications

Patients prefer communicating on mobile devices.

It's no longer effective or acceptable to send emails or rely on patients to log in to web portals. CareTraxx travels with your patients wherever they go, and notifications delivered to their mobile devices receive immediate attention.

- Providers incorporating easy response actions into mobile-enabled care management tools have higher engagement rates and healthier patients.
- Patients feel more like active partners in the management of their care with CareTraxx, which allows secure, "always on" two-way communication.

Easy Access to Care Team

Simple, secure provider-patient messages help streamline workflows.

Providers can streamline the work of their staff and reduce operating costs by directing appointment-setting and other non-critical patient telephone inquiries to mobile channels.

- Providers using CareTraxx can also address compliance and liability issues by automatically recording the content of secure patient messages within their EMRs.
- Patients are familiar with the chat-like environment that CareTraxx provides, and appreciate that it lets them set their own appointments, view driving directions to their provider's facility, and ask care-related questions.

Improved Point-of-Care Experience

Help patients during every step of their care journey.

Patients are often anxious the day of their appointments, especially if they're in large or unfamiliar facilities or seeing multiple providers. CareTraxx allows automatic check-ins and provides welcome messages, wait-time updates, and in-building navigation tips.

- Providers focusing on improving day-of-care patient experiences differentiate themselves from other providers. To that end, CareTraxx provides in-building navigation as well as "find my parked car" functionality.
- Patients on the day of care are often worried about their illnesses, conditions, or injuries, and anything their providers can do to make the experience go smoothly increases patient satisfaction and helps ensure loyalty.

Community Event Management

Engage, educate, and connect patients in their own communities.

Patients who are involved in their communities are more collaborative, engaging, and proactive about their own health. CareTraxx lets providers send notices and reminders of events and activities and enables patients to register for them.

- Providers actively involved in the community and in patient-outreach and education efforts are viewed favorably because they see "the whole patient."
- Patients who participate in community events and take advantage of educational opportunities benefit from the support they receive from others with similar health needs.

Transitional Care Management

Our TCM dashboards are easy to configure to meet your unique needs.

CareTraxx allows providers to regularly communicate with patients and easily monitor their adherence to care plans, as patients transition to their home environment after in-patient hospitalizations.

- Providers can help improve recovery outcomes and can increase practice profitability by redirecting potential ER visits to more cost-effective channels, as well as by avoiding payor penalties resulting from costly readmittances.
- Patients using CareTraxx have easy access to their care teams and their post-discharge instructions, but to fully and successfully transition after in-patient treatment, they also need to easily and frequently share recovery updates, schedule follow-up appointments, and find recovery-support networks.

Chronic Care Management

Ensure that patients with multiple conditions are closely monitored.

The percentage of patients 65+ who have two or more chronic illnesses is expected to increase significantly for many years to come, as is the percentage with four or more chronic illnesses. Use CareTraxx to closely monitor adherence to care plans and promptly intervene when medication, testing, and other conflicts arise.

- Providers using CareTraxx drive profitability by automating the repeat engagements required for management of chronically ill patients, and they also help improve patient well-being, satisfaction and loyalty.
- Patients using CareTraxx feel more responsible and are more likely to maintain stability if they receive routine reminders of tests, medications, and appointments. They also benefit from receiving information from their providers about support networks of people with similar conditions.