



# Close Critical Communication Gaps with Real-time Health Event Notifications



**SES Notify provides near real-time alerts to providers and the care team when a patient/member is admitted or discharged to a hospital or ED. Encrypted notifications are sent, using Direct, to the provider's practice EHR and can be delivered to the patient's primary care physician, case manager or others on the care delivery team.**

With **SES Notify**, physicians and care managers receive critical patient information in near real-time, enabling follow-up with the full care team. By closing care communication gaps, **SES Notify** is contributing to reduced risk, lower readmissions and enhanced patient outcomes.

## Lower Healthcare Costs

An estimated 80% of serious medical errors involve miscommunication during patient transfers or hand-offs. Automated notifications reduce cost and the potential for human-error and have demonstrated to lower patient readmissions by up to 18%.

## Secure, Flexible and Proven

**SES Notify** is a secure, private-cloud-based service. The technology relies on an advanced methodology to deliver highly accurate patient-to-provider matching to streamline participant enrollment.

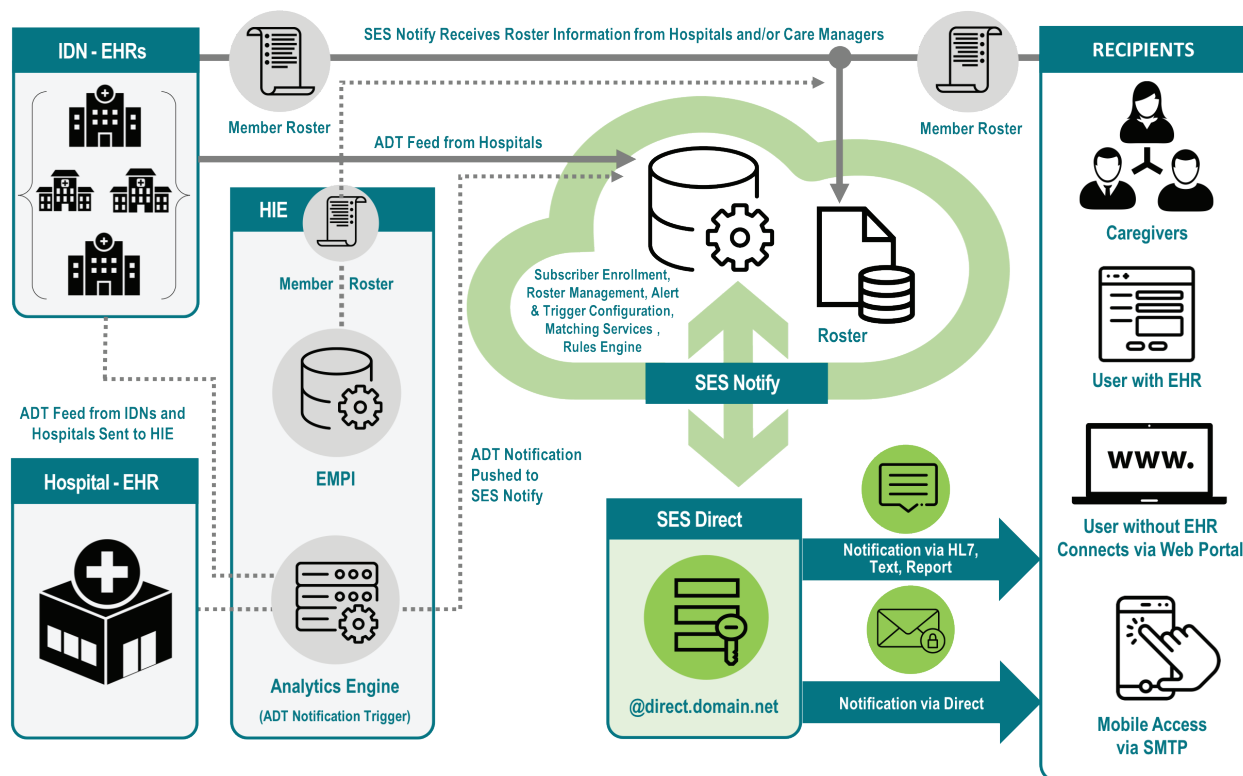
### Transfer Critical-Information Between all Medical Stakeholders

- Access through any EHR, browser, mobile device, or mail app
- Advanced patient/provider attribution and matching
- Rapid deployment with standard HL7 ADT message support
- Notification triggers configured for multiple events
- Easily customized to provider, care team preference

**Patients who are not seen within 30 days of discharge are 10 times more likely to be readmitted, yet one-third of all primary care physicians never receive notification that their patient was hospitalized.**

### Highlights

- Leverages the Direct standard for access through any care management system, EHR, browser, or email app.
- Standard ADT support for rapid deployment; requires no on-site software installation
- Subscriber community management pools and multiple onboarding options
- Choice of alert format (CCD/XML, PDF, text)
- Choice of delivery method, to EHR, care management system, webmail, or mobile device
- Scalable beyond basic encounter notifications
- Dashboard features configurable notification settings (alert type, frequency, etc.)
- Benefits measured quickly—subscribers see value in 30-45 days



## Why SES Notify?



### Care Managers

- Reduces preventable readmissions and improves outcomes
- Proven to increase member satisfaction



### Providers

- Supports active follow-up, improved patient care and satisfaction
- Supports compliance with quality measures (e.g. PQRS, HEDIS) tied to post-discharge care



### Members

- Improves overall quality of care
- Increases patient engagement and satisfaction
- Supports improved understanding of post-discharge instructions

Real-time health event alert notifications let providers, care managers and caregivers know when patients receive care, enabling better clinical decision-making and improved patient outcomes.

## Who we serve.

Hospitals, providers, pharmacies, health plans and application partners rely on SES to exchange and analyze health care information.



Hospitals & Health Systems



Public & Commercial Health Plans



Post Acute Care Providers



Pharmacies



90 Integrated EHR & Health Application Vendors



300+ EHRs in the Trust Community



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