

naviHealth Care Transitions Platform

Functionality to Help Manage COVID-19

Dear Valued Partner,

We first and foremost want to extend our sincere gratitude for those of you working on the front lines of this pandemic. We appreciate everything you are doing during these challenging times. As this unprecedented event continues to unfold, we also want you to know you have our commitment to continue providing you with the products and services you depend on.

To that end, I wanted to provide you with an update on how our technology can help your facility manage logistics for COVID-19 patients. Continue reading below for details around how naviHealth's applications can help you from both a post-acute and acute standpoint.

Additionally, in an effort to help you cut through the plethora of COVID-19 news and information, naviHealth has launched a [COVID-19 page](#) that will include links to important industry resources, best practices and updates from CMS and the CDC that are pertinent to our client partners.

Please consult with your state and local health departments for updated guidance on referring, accepting or declining patients with confirmed or suspected cases of COVID-19 in your state or locality.

All of us at naviHealth want to again extend our sincere thanks and gratitude to you and your team as you battle this pandemic on the front lines to provide care for our most vulnerable citizens.

Sincerely,

The naviHealth Team

CARE TRANSITIONS PLATFORM UPDATES IN RESPONSE TO COVID-19

May 2020

- **nH Insight COVID-19 Dashboard** – nH Discharge and nH Intake users can view a snapshot of COVID-19 activity including trends and case throughput at their organizations.
 - This Dashboard information is made available from a combination of:
 - Proprietary, naviHealth-sourced data
 - Public data compiled by Johns Hopkins University.
 - Information from WHO, CDC and more.
 - View facility locations as they relate to partner facilities as well as COVID-19 hot spots by county.
- **nH Insight Updates** – Run reports to see your referral metrics as they relate to COVID-19.
 - nH Discharge users can utilize nH Insight's Provider Referral reports to report on the COVID-19 patient tag. These users can also access the nH Insight Dashboard for nH Discharge and the nH Insight COVID-19 Dashboard to view an in-depth pulse check of their organization's activity.
 - nH Intake users can access the nH Insight Dashboard for nH Intake and the nH insight COVID-19 Dashboard to view an in-depth pulse check of their organization's activity.
- **COVID-19 Post-Acute Communication Form for nH Discharge** – Prepare post-acute providers for COVID-19 patient transitions.
 - Specify the need to utilize the CMS SNF 3-day stay waiver.
 - List patient criteria necessitating a COVID-19 test and subsequent lab results. (Examples include dates of travel or suspected exposure.)
 - Indicate whether a patient requires COVID-19 isolation upon discharge from a hospital setting.

April 2020

- **COVID-19 Patient Tag in nH Discharge** – Discern which patients have COVID-19 at a glance.
 - nH Discharge users will be able to add a “COVID-19” tag to patients who are suspected or confirmed to have COVID-19.
 - This tag remains with the patient as their record travels through the naviHealth network from nH Discharge to nH Intake.
 - A **gray** COVID-19 icon means that the tag is toggled **off**.
 - A **red** COVID-19 icon means that the tag is toggled **on** and the patient is suspected to have COVID-19.
 - If a user adds this to a patient by mistake, they can click the tag to toggle it “off.” It will turn gray and be removed.
- **COVID-19 as Clinical Service on nH Intake Provider Profiles** – Identify who is accepting COVID-19 patients.
 - Post-acute providers utilizing nH Intake can update their facility's clinical profile to indicate whether they can accept COVID-19 patients.
 - Connected case managers utilizing nH Discharge can filter provider searches by facilities that can accept COVID-19 patients.
- **Patient Matching List Enhancements** – Bring the post-acute facility to the patient.
 - Connected post-acute providers utilizing nH Intake can now add **photos** and **virtual tours** to their facility's profiles. This is a great opportunity for facilities to market themselves and showcase what differentiates them from similar post-acute providers.
 - This content can be viewed from the Patient Matching List generated by the case manager in nH Discharge and sent to the patient or their caregiver. With many facilities locked down to mitigate the spread of COVID-19, these updates will have a huge impact on those deciding where to go for post-acute care.
 - This feature is compliant with the IMPACT Act.

CURRENT FUNCTIONALITY TO HELP WITH COVID-19

Leverage Current Application Features

- **New Decline Reasons for COVID-19** – nH Intake users can notify nH Discharge users whether they can accept a referral for one of several reasons related to COVID-19.
 - **COVID-19:** Unable to accept a patient with COVID-19.
 - **COVID-19, Limited Staffing, Equipment Resources:** Unable to provide resources necessary care for a COVID-19 patient.
 - **COVID-19, No Isolation Beds Available:** Unable to accommodate isolation required for a COVID-19 patient.
 - **COVID-19, Patient Too Complex:** Unable to provide level of care necessary for a COVID-19 patient.
 - **COVID-19, Patient/Family Declined Care:** Patient or caregiver(s) elected not to pursue post-acute care.
- **Bed Availability** – nH Intake users can update whether they have beds available at their facility. nH Discharge users view this information when compiling a shortlist of post-acute providers for their patients.
 - nH Intake users can select Bed Availability status (“Beds Available” or “No Beds Currently”) for any facility to which they have access.
 - nH Discharge users find this feature to be extremely helpful for hospitals when discharging their patients. Given challenges posed by COVID-19, it is extremely important for nH Intake users to utilize this feature. We recommend regularly updating the Bed Availability feature to ensure it is as accurate as possible.
 - The naviHealth Product team is actively looking to enhance this feature.
- **Secure Messaging** – Communicate directly with Connected referral sources or partners without leaving naviHealth's applications.
 - Rather than pick up the phone or use the fax machine, you're able to communicate directly with your hospital or post-acute contacts.
 - Quickly message your contacts to request more information about a patient or additional documentation.

- **Adding and Displaying New Units or Beds** – Quickly discern whether a unit or bed is specific to COVID-19 without leaving the application.
 - naviHealth's Care Transitions Platform was built with flexibility in mind. We understand that many healthcare providers are converting existing units into COVID-specific units.
 - nH Discharge and nH Intake can display new unit or bed names as long as this information is updated in your EHR/EMR (or the system of record), so you will always be up-to-date during this fluid situation.
 - If you would like new units to be searchable, please contact naviHealth Customer Support.
- **Robust Database of Healthcare Providers** – Place your patients with confidence while searching our database of thousands of healthcare providers.
 - As previously mentioned, we're planning to make a new clinical service – COVID-19 – available to nH Intake users.
 - You can combine the COVID-19 service with other clinical filters to find potential matches for your patients.
- **Report on the Data that Matters Most** – View metrics for the patients you discharge or the referrals you accept.
 - **nH Discharge:** Access a full suite of nH Insight reports and the interactive nH Insight Dashboard for nH Discharge to view details on application utilization, cases in progress, discharged cases and more.
 - **nH Intake:** Utilize reports embedded within the application under the **Reports** tab. For users who migrated to the Enhanced nH Intake, be on the lookout for an announcement around your nH Insight Dashboard.