MatrixCare®
Integrated Care. Better Outcomes.

ReferralConnect

Today's complex healthcare environment is more challenging than ever. With reimbursement changes and narrowing referral networks, it's becoming more difficult for providers to increase revenue and optimize census. Designed specifically for long-term and post-acute care providers, ReferralConnect delivers robust tools and intelligence so you can discover hidden referral sources, focus your marketing efforts and build sustainable relationships that attract even more referrals. The ability to capture information about referrals, both those accepted and those not taken under care, helps you change the conversations with referral sources to improve the quality of referrals.

Qualify Referrals

Capture clinical-based information to aid in qualifying referrals prior to admission. Leverage the information tracked for internal analysis and subsequent conversions with referral sources.

• Capture and track referrals from hospital e-referral solutions.

Prioritize the Focus on New and Existing Referral Sources

Qualify the true potential of all the new and existing referral sources so you can prioritize your resources on those that are high value. You'll be able to set clear goals for your marketing staff and equip them for greater success.

• Easily identify referral sources with the greatest referring potential to your line of business.

Track and Grow Referral Sources

Monitor activity to provide visibility into referral source relationships and identify referrals from that referral source. You'll be able to understand your marketing staff activity level with that referral source and how your network is growing.

• View market share distribution by the percentage and quantities of patients a referral source sends each long-term and post-acute care organization.

Historical Claims-Based Analytics

ReferralConnect also offers robust local healthcare market intelligence, empowering you with visibility into your business and actionable claims-based data that you can use immediately. New referral source records are automatically populated and critical intelligence is added to the sources you've already identified.

• Obtain a detailed view of the patient mix of each referral source, using metrics such as diagnosis mix, and payor mix.

Referral Source Mobile Application

The ReferralConnect mobile application is intuitive and allows you to manage referral sources, contacts, referrals, histories and notes in the palm of your hand, with access in mere seconds. Identify opportunities on-the-go, and have more productive meetings with referral sources.

• Work offline in areas without Internet access. Data automatically syncs once connectivity is restored.

• Talk-to-text capability enables you to enter notes hands-free.

• Quickly identify the geographically closest qualified lead while on the go.

• Easily refer to stats, referral source history and updates during your meeting.

• Look up and relay patient status information.

• Capture next steps and schedule your next meeting before you leave.

EHR Integration

ReferralConnect can exchange referral and admission data with your EHR to enable you to target the right referral sources and their patients, ensure a smooth intake process, and provide better care.

Admission data automatically drives referral ratings and measures in CRM to gain better visibility of top referral sources.

With our Stats At a Glance module, view monthly trends at an enterprise and an account/referral source level for metrics such as:

• Average length of stay (ALOS)

• Average daily census (ADC)

   o Current census
   o Admissions
   o Discharges
   o Non-admissions

ReferralConnect provides powerful tools to increase marketing efficiency, improve census, and optimize reimbursements:

- Rating and ranking system based on referral source performance.
- Easily identify, manage and categorize referral sources.
- Quickly assign and monitor referral and admission targets.

- Dynamic dashboard capabilities

  o Real-time visibility of trends and opportunitie.s
  o Customizable to meet the roles of staff specific to their daily workflow.
  o Easy to use Management, Marketing and Enterprise level dashboards.

- Intuitive, easy-to-use reporting

  o View key data analytics using one of the 50+ powerful reports available.
  o Ability to build additional customized reports.
  o Empower your marketing and management teams with increased operational visibility.

- Territory optimization and time management capabilities

  o Streamline and track staff appointments and activities.
  o Automatically sync your Microsoft Outlook Exchange calendars.
  o Establish incentive compensations and monitor performance to plan.

- Expense Tracking

  o Easily input and link expenses to account/referral source, contacts, and activity.
  o Ability to track mileage expenses for reimbursement.

MatrixCare

10900 Hampshire Avenue South, Suite 100
Bloomington, MN 55438

Call 866.469.3766 to Learn More — or visit matrixcare.com

About MatrixCare

MatrixCare solutions have powered the long term care continuum for over 30 years. MatrixCare is the largest LTPAC technology provider in the US and the first to offer a true full-spectrum solution. Used in more than 12,000 facility-based care settings and 2,000 home care and home health agency locations, MatrixCare's solutions help skilled nursing and senior living providers, life plan communities (CCRCs), and home health organizations to prosper as we migrate to a fee- for-value healthcare system. Visit www.matrixcare.com and www.carecommunity.com for more information.