



Welcome Home Health (WHH), is fast becoming one of the most trusted B2B contracted resource, disrupting the hospital discharge process which often leaves patients confused with their home care plan, anxious of their follow up goals, and at a higher risk of failure for recovery.

What we do: WHH delivers an integrated digital health SAAS product serving as the virtual in-home extension of the patient's clinical care team. Services are provided by a protocol trained Patient Health Advocate (PHA) who as the single point of contact bridging communications between patients/caregivers, their physician, home health and hospital care teams alleviating anxiety and unnecessary visits to physician offices or emergency departments.

WHH and COVID 19: Welcome Home Health is a telemedicine patient engagement service using videoconferencing on smart phones to remotely support patients. This intervention flattens the curve of known patients with COVID 19 by providing them 24/7 support and daily video consults keeping them informed and relieving them of the anxiety of not knowing what to do next. Creating a force multiplier effect for patient intervention and right time right provider utilization. WHH can assist in two ways:

1. Individual: Positive COVID test, directed to quarantine at home.
 - a. Patients are discharged to WHH and sent a text message to download WHH app
 - b. Daily video calls are scheduled with patient to monitor their illness
 - c. Utilizing right-time, right provider resource allocation, WHH escalates the most urgent cases when required.
2. Early release from inpatient stay
 - a. Patients are discharged to WHH
 - b. WHH onboards during hospital discharge process
 - c. WHH app is downloaded to smart phone
 - d. WHH sets up daily videoconferences with patient to assist with on-time recovery.

Patient Populations that we serve: As a telehealth focused outsourced service, we are able to support rural to urban patient populations dealing with isolation, quarantine and early release post-discharge health recovery. WHH requires a pharmaceutical reconciliation within 36 hours of discharge. This is completed by Welcome Home Health's pharmacist.

Patient Engagement for COVID 19: To ensure continuity of care, patient/family support members are onboarded following a positive test or an early discharge. Patients are onboarded to WHH during the hospital or clinical discharge process, with follow-on video interactive visits every day during the course of their illness and recovery. This systems-based solution provides a single point of coordination, reducing confusion that leads to costly readmissions and medication errors. WHH serves as a critical 24/7, single point of contact between patient, caregivers and all clinical resources, including home health during their entire recovery period.

Our innovative model results in right-time, right-provider resource allocation, especially when the current pandemic has forced surge capacity on overwhelmed health providers and systems. We are well poised to reduce in-patient length of stay, as well as to avoid a SNF/ALF referral, for patients who could recover at home with our oversight model. With breakthrough analytics, we have the ability to collect and analyze a more complete care transition data set, surfacing critical predictive/prescriptive patient process information. With WHH as a partner, this data allows host organizations to drive more accurate process improvements and deliver better care at lower costs.



Telemedicine Home Support Capability for COVID- 19

Frequently asked questions:

1. What is the typical length of time required to implement the platform?
 - a. WHH is operational and ready to support patients.
2. What would escalation path look like during patient at-home monitoring?
 - a. Using pre-designed clinical thresholds, WHH escalates patients who exceed thresholds to pre-determined health providers who can further access via video or with inpatient visit as determined by patient need and provider direction
3. Are there any capacity constraints to the platform?
 - a. WHH currently supports 250 patients with its other clients. WHH can rapidly pivot to support rolling enrollment of 50 COVID positive patients (avg 14 days) plus 30 discharge patients (avg 30 days) with the ability to rapidly scale up to 5000 positive COVID patients within 4 weeks. Additional patient coverage/reduced scale-up time is possible depending on a variety of factors such as expected workflow (early release, positive COVID, etc.) and expected device usage (WHH provided devices or patients “bring their own device”, etc.).
4. Is WHH HIPAA Complaint/protect PHI?
 - a. All PHI is in a secured cloud and Platform, WHH and WHH technology partner Vivify Health are fully HIPAA compliant.

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