Connected Care Solutions' value-add RPM Services are patient-centric, workforce-efficient, and profitable for your practice.

We will deliver RPM devices/services to **meet the specific needs of each patient** and their Physician/Care team. Our automated workflows will **reduce the burden of cost, time, and labor** for your medical, clinical, and admin staff. Outsourcing your RPM/CCM program to Connected Care Solutions **ensures cost savings, new revenue streams and increased profits** to your practice.

Summary of Connected Care Solutions' value-add RPM/CCM Services for your practice:

1. Our partners are **SOC 2 TYPE 2 certified** for reliability and data security.

2. All clinical services are rendered under the **supervision of a Medical Director**.

3. **RNs with specialty training in caller triage services** provide daily primary care assessment from RPM/CCM data.

4. Patient results are reviewed and **triaged daily by RNs** for assessment of health status and timely intervention.

5. RPM data are recorded and displayed on the **RPM/CCM dashboard** according to the following status
   a. **normal reading**
   b. **non-critical alert** (abnormal, but not urgent)
   c. **critical alert** (patient notified within one hour)

6. RNs dispense home treatment advice and/or **appropriate care referral** to your Physician, Urgent Care, or ED.
   a. normal alerts are **reviewed and assessed**
   b. non-critical alerts trigger **daily outreach to patients**, facilitating communication and patient engagement
   c. **critical alerts are sent 24/7** to the RN Response Team ensuring patient safety and prompt medical attention

7. You may be able to **bill payors for time spent by our partner nurses** – increasing your revenue beyond RPM billing.

8. Our Care Teams meet to d**iscuss the patient panel, define RPM/CCM program goals, and document workflows**.

9. Your future desired state will drive **an RPM/CCM based workflow that's fully automated and optimized**.

Summary of your practice's role in launching and maintaining the RPM/CCM Program:

1. Select patients eligible for RPM/CCM services, based on ICD 10 codes and Medicare/Payer guidelines.

2. Provide our team with the patient list including patient name, condition, device type, address, and phone number.

3. Communicate the referral protocol for patients needing urgent or emergency care.

4. Provide our team with an on-call point of contact for escalation of patients needing urgent/emergency care.