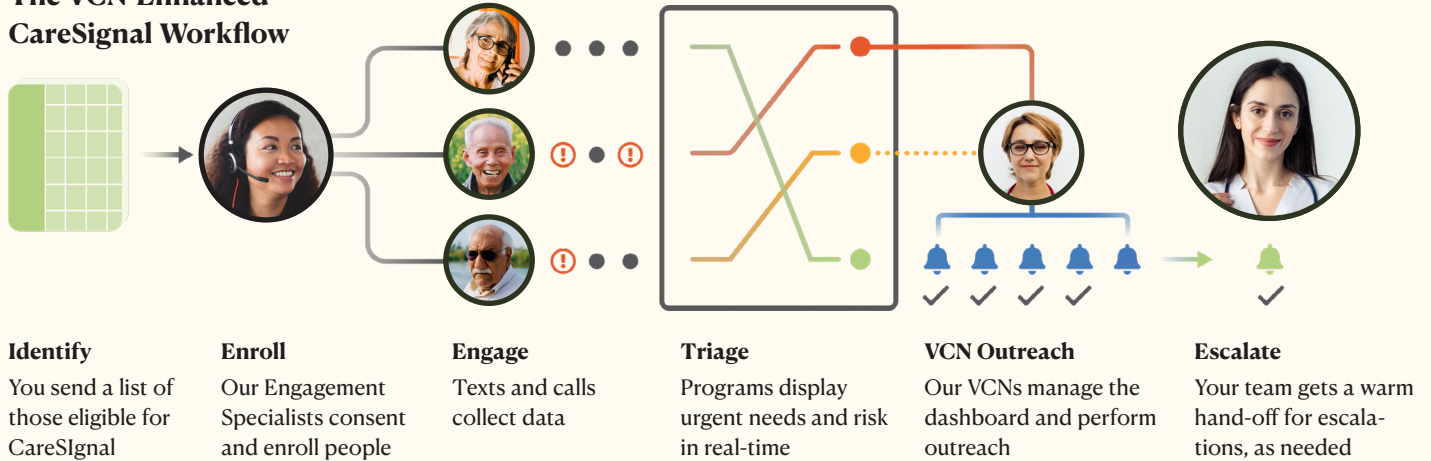


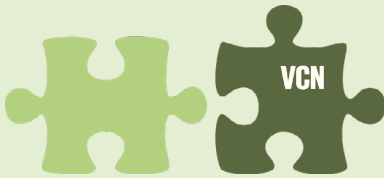
Virtual Care Navigation

Increase scale with CareSignal's Virtual Care Navigation (VCN) team. Our Virtual Care Navigators (VCNs) are a natural, flexible extension of your team. VCNs enable your team to perform top-of-license work. Our VCNs are appropriately licensed to unlock agile new program use-cases to accommodate shifts in strategies or new population needs. VCN services include: care coordination, health coaching, behavioral health outreach, and maternal health support.

The VCN-Enhanced CareSignal Workflow



How Virtual Care Navigation Works for Your Team



Dashboard Management

VCNs are an added layer of dashboard management for care teams. They can:

- Field alerts
- Address risk-status changes
- Support program engagement
- Enable new program use-cases with licensure

Routine Outreach

Protect your team's top-of-license care. VCNs can perform initial outreach to:

- Confirm and document concerning inbound data
- Re-educate patients and members
- Coordinate escalation of care, as needed
- Provide proactive Health and Wellness coaching

VCN Coverage	Care Coordination	Health Coaching	Behavioral Health	Maternal Health
Programs <ul style="list-style-type: none"> • CHF • Diabetes • Asthma • COPD • HTN • Post-Discharge 	<ul style="list-style-type: none"> • Escalations in symptoms • New health concerns • Escalation in long-term health risk status category 	<ul style="list-style-type: none"> • Diabetes • Asthma • Wellness • HTN • Med Adherence 	<ul style="list-style-type: none"> • Depression • Anxiety • Substance Use 	<ul style="list-style-type: none"> • Breastfeeding • Post-Partum Depression
Monitoring	<ul style="list-style-type: none"> • Diet & Nutrition • Exercise & Weight • Tobacco Cessation • Home Equipment Needs • Medication Needs 	<ul style="list-style-type: none"> • Low Mood • Suicidal Ideation • PHQ-9 & GAD-7 Surveys • Recent Substance Use • Increased Triggers to Use 	<ul style="list-style-type: none"> • Loss of Pregnancy • Transition from Breastmilk to Formula • Breastfeeding Complications • EPDS Survey Score • Indication of Self-Harm 	
Licensure	<ul style="list-style-type: none"> • MA • RN/LPN 	<ul style="list-style-type: none"> • RN/LPN • CDCES 	<ul style="list-style-type: none"> • LCSW 	<ul style="list-style-type: none"> • Lactation Consultant • LCSW



Learn more about how your organization can apply CareSignal's Virtual Care Navigation. Contact [Emily Srygley](#) to learn more!

