Inform Proactive Outreach with Clinically-Relevant Alerts and Statuses

As CareSignal collects data, our platform analyzes inbound program data in the background. It identifies urgent and emergent needs while adhering to your organization's desired thresholds. As needs are identified, CareSignal can send optional notifications to users based on settings tailored to your team's workflows. That way, your team can perform proactive outreach and access long-term trends and data at any time.

Why Alerts and Statuses?

These are two ways for CareSignal to notify users of opportunities to provide proactive intervention before a patient's conditions worsen. Proactive interventions enabled by CareSignal can prevent hospitalizations and ED admissions.

Alert

Triggered by patient responses, alerts communicate acute needs that requires attention. While the number of current alerts sometimes informs the patient statuses, *there are no "red alerts" or "yellow alerts"*.

Recommended Resolution Time
24 - 72 Hours

Status

Patient statuses allow organizations to view their patient population by risk level and offer proactive, preventative outreach for patients before they trigger an alert.

The status categories are High-Risk, Medium-Risk, and Low-Risk.

H High-Risk Status

Patients in this group have triggered multiple alerts or their trending data indicates they may have urgent needs and may require attention right away.

Recommended Resolution Time
1 - 2 Weeks

M Medium-Risk Status

These patients may have triggered a couple of alerts or their trending data indicates may have emergent needs and may require attention soon.

Recommended Resolution Time
2 - 4 Weeks

L Low-Risk Status

This patient hasn't reported concerning issues or trends within the last two weeks. They do not require extensive monitoring.

Recommended Follow-Up Time
1 - 2 Months

Who gets notifications and when?

For Alert notifications and Status reports, users can choose when they get them, where they get them, and how frequently they get them. CareSignal has a robust Contact system that allows your team to customize settings: from the white-labeled name the patients see to the specific users that get Alerts.

Not sure where to start?
You're in good hands. Your Account Manager will work closely with your team to set up Contacts on our system.

Additional Features

Vacation Mode
Quickly route Acute Alerts to other users for a period of time

Patient-Level Settings
Set custom Alert settings or Status thresholds for your patients

Carbon-Copy (CC) Alerts
Send Alert emails to multiple users at once

Have questions about SOPs, Alerts, Statuses, or Features? Contact **emily.srygley@caresignal.health** or your Account Manager at CareSignal to learn more!

CareSignal® University