

Playbook Overview

ED Diversion and Triage Playbook

Health Recovery Solutions' (HRS) **Emergency Department (ED) Diversion and Triage Playbook** serves as a blueprint for how to strategically apply telehealth and remote patient monitoring (RPM) services to divert patients from the emergency department.

Getting Started:

Decide how you will triage your patients and determine the level of care they need.

Determine the staffing resources necessary to triage and monitor patients.

Deploy telehealth and RPM services to your patients at each level of care.

Establish standing MD orders to enhance care continuity.

Finalize a virtual visit strategy to ensure clinician buy-in and a smooth transition to virtual care.

Levels of Care:

- **Priority 1:** Patient will be admitted to the ED and hospital, and discharged to home health or physician management using **PatientConnect® Complete** post-hospital stay.
- **Priority 2:** Patient will be admitted to the ED with intervention, but may be eligible for discharge to home health or physician management with **PatientConnect® Complete**.
- **Priority 3:** Patient will **not** be admitted to the ED, but due to medical history could potentially be enrolled in home care services or assigned to a provider to manage their care at home using either **PatientConnect® Complete** or **PatientConnect® Mobile**.
- **Priority 4:** Patient will **not** be admitted to the ED or receive ED treatment, but instead will be discharged home with **PatientConnect® Mobile** for monitoring of exacerbations or worsening of symptoms.

Deploying Telehealth and RPM Services:



PatientConnect® Complete

Hospital-at-home solution that promotes patient independence and self-symptom management, allows real-time connection between patients and providers and increases health literacy and patient engagement through condition-specific educational content.



PatientConnect® Mobile

Bring your own device (BYOD) solution that promotes patient engagement across a range of populations through built-in educational content, integrated medication reminders, and Bluetooth peripheral devices to enable remote monitoring and clinical escalation.