



**Because  
transfer  
center  
services are  
not enough...**

## Introducing **PHI Patient Navigation.**

A revolutionary, all-encompassing approach including **SwiftAdmit™**, **DischargeDirect™**, **After-HoursAssist™**, and **Ask An R.N.™**

*PHI Air Medical is recognized for going beyond the call with its standards in quality, efficiency, safety, and customer service. We understand that time is of the utmost importance when trying to find a receiving physician and tertiary care hospital for your patient. While transfer center services everywhere are providing one-step, quick solutions to hospitals' transfer needs, we know that there is so much more that we can do for you beyond one phone call. Therefore, in partnership with NaviLife Health Solutions, we have developed the service line that transcends traditional transfer center services. We introduce to you PHI Patient Navigation, the service line that goes beyond the call.*

PHI Patient Navigation is a natural extension of PHI Air Medical's values to always provide the right care at the right time to our patients. With **SwiftAdmit**, **DischargeDirect**, **After-HoursAssist**, and **Ask An R.N.**, PHI Patient Navigation maximizes the holistic efficiency and effectiveness of your hospital. Our solutions increase revenue, maximize reimbursement, and decrease expenses. Above all, our solutions ensure optimal patient care, clinical outcomes, and patient satisfaction because your program is performing at its best. PHI Patient Navigation is the service that goes beyond transfer center services. PHI Patient Navigation is the service that goes beyond the call.



[www.phairmedical.com](http://www.phairmedical.com)  
1-800-421-6111

PHI Patient Navigation's **SwiftAdmit** solution streamlines admissions and facilitates transfers, cutting the typical admit-and-transfer time in half. Our R.N.s answer the phone as representatives of your hospital—24 hours a day, 7 days a week—so your hospital never misses an opportunity for optimal patient care and clinical outcomes. Our staff uses sophisticated software and technology to gain real-time visibility of bed availability at your hospital, and they assess and triage incoming admission requests and coordinate all of the admit-and-transfer logistics with the referral source.

**Benefits of SwiftAdmit:**

- Increases hospital admissions and transfers, resulting in market share and revenue growth.
- Captures high-acuity patients with a favorable case mix compared to traditional admissions.
- Decreases unnecessary, duplicative, non-reimbursed admissions.
- Places the onus of enforcing EMTALA on our PHI Patient Navigation R.N.s.
- Swift and easy admissions allow referral sources to focus on direct patient care, building a loyal physician-referral network.

With PHI Patient Navigation's **SwiftAdmit**, your referral sources call one number, one time – and we answer.



**SWIFT ADMIT**

With **After-HoursAssist**, PHI Patient Navigation provides back-up support during the evening and night shifts for bed management and utilization review to ensure appropriate care, optimal outcomes, and maximum reimbursement.

**Benefits of PHI Patient Navigation's After-HoursAssist:**

- Manages internal admissions/bed assignments to ensure the hospital's overall, maximum bed capacity is accessible.
- Ensures maximum reimbursement via an objective assessment of each patient and appropriate placement, avoiding internal subjectivity.
- Ensures optimal patient care and outcomes.
- Provides utilization review in a timely manner to decrease wasted resources and non-reimbursed care.

**After-HoursAssist** offers a solution that allows individuals to secure next-day physician appointments after normal business hours. Appointment-Setter interfaces with pediatrician, primary care and specialty practices so that callers can set a next-day appointment and proactively rearrange their schedules, versus waiting until morning to check appointment availability. By catering to the patients' needs, PHI Patient Navigation offers the next level of accessibility and care.



**AFTER-HOURS ASSIST**

**PHI Patient Navigation offers four unique services for your patient navigation needs.**

**DISCHARGE DIRECT**

With **DischargeDirect**, PHI Patient Navigation facilitates and coordinates discharges. Using specially-designed software and advanced technology, our R.N.s evaluate length-of-stay parameters upon admission, communicate with your nursing and medical staff, and spearhead the process to ensure that discharges are timely and seamless.

**Benefits of DischargeDirect:**

- Ensures efficient bed "turnover" to eliminate wasted resources and non-reimbursed care.
- Captures discharge referrals to keep patients within your hospital's continuum of care when appropriate.
- Prevents unnecessary readmissions/non-reimbursed care via follow-up referrals.
- Increases patient satisfaction with efficient discharge.
- Ensures a network of loyal referral sources via discharge coordination.



We work with you to communicate to your employees and medical staff the benefits of centralizing the discharge function, and are on-site for implementation and transition to

**DischargeDirect**. We also provide a monthly analysis of discharge efficiency and captured referrals to

affiliated services. When **DischargeDirect** is paired with **SwiftAdmit**, our R.N.s are able to keep your hospital operating at virtual capacity. As they become aware of beds that are available via discharge, they are simultaneously assessing admission requests. By centralizing both of these functions, PHI Patient Navigation lays the foundation for your hospital's increased efficiency.

**ASK AN R.N.**

PHI Patient Navigation's **Ask An R.N.** solution serves as a 'traffic controller' for patients who need assistance in determining whether to seek care and guidance regarding their options.

**Benefits of Ask An R.N.:**

- Directs patients to the most appropriate level of care for optimal outcomes.
- Maximizes reimbursement for care provided.
- Helps to manage expenses.
- Increases revenues via referrals to affiliated services.
- Enhances relationships with managed care companies.

By accommodating the increasing utilization of an aging population and the passage of the Affordable Care Act, PHI Patient Navigation's **Ask An R.N.** allows hospitals to be proactive in directing patients to the most appropriate level of care.

