AIDA Healthcare
Improving care transitions by connecting providers

Why AIDA Healthcare?

- Patient Choice (CMS IMPACT Act compliance)
- EHR Integration (SMART on FHIR, HL7/ADT and more)
- Automated Referral Manager (CM efficiency & turnover reduction)
- Live-Analytics Dashboards (Data-driven decisions)
- ACO/Narrow Network Manager (Value-based core management)
- ProviderMatch (Discharging Complex Cases)
- PayerMatch (Accurate payer-provider contract data)
- Proving ROI
- Security and Compliance

Product overview

AIDA Healthcare is a modern, HIPAA compliant platform helping patients, hospitals, health systems, payers, and ACOs connect with ALL post-acute care providers. The purpose of AIDA Healthcare is to simplify the complexity of the patient transition process so that case managers, patients, acute and post-acute providers can achieve clarity about each episode of care over time. This clarity drives better decisions that ultimately lead to better outcomes for the patient. With clear information and live-communication, better care choices are made which increases hospital and provider efficiency while reducing the length of stay and readmissions.

AIDA enables referral workflow centralization, file-less (API-driven) referral packet distribution, industry-leading payer contract verification, automated regulatory compliance, deep customization for internal policy compliance, and comprehensive network traffic analytics. These tools are incredibly powerful for hospitals, ACOs, and Continuing Care Networks that need to understand where their referral traffic is going and need to put controls in place to ensure that patient choice is upheld, and preferred providers are appropriately utilized.

Product features

- The AIDA Healthcare app is live today in the Epic App Orchard. This app enables three key features: SSO, Embedded UI, and file-less record access
- SSO: Single Sign-ON technology allows you to grant and revoke a user’s access to AIDA seamlessly and eliminates the need for a unique password for AIDA
- Embedded User Interface: Access all AIDA’s tools and reports right from within Epic without using other browsers or systems
- File-less Record Access: Using APIs, the app can collect all records needed for a standard referral and discharge packet that is unique to your system, eliminating the need for printing/faxing records
How it works

See architecture diagram below for how solution works with AWS and any integrated services.

Differentiators

- AIDA never charges a downstream provider to admit a patient
- AIDA makes it possible for all downstream providers to register with the network autonomously and without delay
- AIDA can support any Federal or State licensed downstream care provider when making referrals and secure data sharing
- We guarantee that AIDA will never cost more than the ROI it delivers to our customer.
## Key Benefits

### Patient Choice
- Search for PAC Providers using smart filters like geographic preference, room type, supported languages, and insurance coverage
- Increase efficiency with accelerated decisions and quicker documentation with automated reporting
- Deliver beautiful provider summaries to patients or their POAs by print, email, or text
- Show patients a care provider’s CMS Star Rating rapidly
- Let patients know which care providers are in your Narrow Network
- Ensure that patients can choose their next level of care with ease and confidence while meeting CMS requirements
- Share critical information without the added infection risk and maintenance associated with hospital-provided, electronic devices
- Access live analytics dashboards to prove ongoing compliance

### Readmission Management
- Get notified when a post-acute provider is considering readmitting a patient to a Hospital
- Send detailed alerts to stakeholders you identify based on customized logic, specific bundles, specific conditions, and other parameters
- Access customized reports that show readmissions overtime and avoidable readmission based on AIDA’s engagement with care continuum stakeholders
- Get notified when a patient, in an active episode of care, is unstable and at-risk of readmission to prevent it or to direct the patient to go to a specific in-network hospital for care (requires AIDA Pro)
- Get reports on readmission rates to out of network hospitals (requires AIDA Pro)

### Referral Manager
- PAC Providers get access in AIDA to receive your referrals at NO COST, making implementation simple and fast
- Referral response efficiency is increased through an automated contacting process that uses modern and legacy formats to reach all care providers – from text messages to email, fax, and beyond
- Team efficiency is increased through user-friendly interfaces, 24/7 customer support, flexible case assignment, shared dashboards, and collaboration tools
- Team management is a breeze with simple permissions controls, rapid user onboarding, and free training by the AIDA support team
- Access detailed availability info from care providers including the type of available beds by gender, type, and specialty

### EHR Integration
- AIDA offers multiple integration options using the latest standards like SMART on FHIR and legacy standards like ADT/HL7 messages
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- Integration with your EHR is not required to implement AIDA and get many of its great benefits
<table>
<thead>
<tr>
<th>Key Benefits</th>
<th>Life-Analytics Dashboards</th>
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<tr>
<td>• Get access to your data in ways that enable real-time monitoring and performance review at multiple levels of your health system</td>
<td>• Rapidly distinguish Narrow Network providers in our interface so that discharge planners are triggered to prioritize them</td>
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<td>• ‘Live’ means current to the moment you load the report, and all reports are accessible within our standard interface</td>
<td>• Rapidly deploy policies and rules in AIDA to assist with automated conformance to your ACO contract terms</td>
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<td>• The AIDA support team will give you access to standard reports, but custom reports can be developed and added to your dashboards within a few days, depending on complexity</td>
<td>• Use customized analytics dashboards to monitor ACO contract conformance on the hospital-side and on the provider-side</td>
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<td>• Dashboards can be built to show system-level, hospital level, and team-level performance</td>
<td>• Create better market transparency and competition by enabling your Narrow Network to see how they are performing compared to each other and to the ACO standard</td>
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<td>• Reports can be exported to Excel-ready formats, downloaded or printed</td>
<td>• Identify downstream providers that are particularly capable of accepting patients with specific challenges and use that data to build and manage your Narrow Network</td>
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<td>• AIDA offers APIs that enable you to feed our data back into your EHR, data warehouse, or data lake to enrich your existing reporting services</td>
<td>• Know when to expand and contract your Narrow Network based on a data-driven process</td>
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<td>• Utilize AIDA’s Patient-Provider matching algorithm to locate providers with the highest chance of acceptance</td>
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<td>• Use advanced filters to isolate providers offering specific bed types, primary language support, and specialized contracts</td>
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<td>• Find care providers that use specific physicians to follow their patients</td>
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<td>• Find care providers who can take bariatric patients</td>
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<td>• Find care providers who can take patients with developmental disabilities</td>
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<td>• Find care providers who can accept patients with behaviors and/or who are on psychoactive medications</td>
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<td>• Find care providers who can accept patients who are registered sex-offenders</td>
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### Key Benefits

| AIDA Pro | • The AIDA platform for Post-Acute providers – admission and discharge management  
• Offered as included standard with an existing ACO/Narrow Network and/or promoted for adoption in your market on a subscription basis  
• Post-Acute providers can access many of the same benefits and features that hospitals do  
• Post-Acute providers can access reports with ACO/Narrow Network benchmarks built-in and, optionally, be shown their competitor’s performance  
• Post-Acute providers can manage discharges to community provider  
• Post-Acute providers can report on the stability of a patient and report where the patient discharged to, even out of network hospitals |

| EFFICIENCY COST AVOIDANCE | • Case Management Productivity/Efficiency (please see above table)  
• Length of Stay Reduction (Overstay)  
• Revenue generation consistent with  
• Value-Based Care (Preventative Services)  
• Readmission Reduction  
• Admission Prevention (Outpatient placement)  
• Reduced Time-to-Insight (Deep Analytics)  
• Increased Interoperability |

| Security & Compliance | • We want to give our partners every confidence that AIDA keeps their data secure That’s why AIDA is actively following the HITRUST guidelines  
• AIDA has had its policies and practices reviewed by many hospital IT security experts where it has always met or exceeded expectations  
• AIDA employs the highest security standards which means that our data and yours is protected by the same secure infrastructure used by most major Healthcare IT businesses today  
• Data is encrypted end-to-end, and AIDA logs every time any user accesses protected health information |

Solution available in [AWS Marketplace](https://aws.amazon.com/marketplace/)