

## **Intake, referral, and workflow management for all cardiac department clinical services.**

The Novari Cardiac Services Referral Management™ software module allows hospital based cardiac programs to eliminate paper and improve the program's referral workflows for cardiologists, clerical staff, hospital management, and leadership. The system is highly configurable and can be customised to meet a variety of workflows (e.g., cath lab, angiograms, angioplasty, cardioversions etc.).



## **Features**

### **Wait List Management and Dashboards**

Clinical, clerical, and administrative users of Novari Cardiac Services Referral Management™ need accurate real time data on the volume and status of cardiac referrals. Customisable dashboards provide clinicians and clerical staff with actionable information and alerts enabling them to efficiently process patient referrals. Administrators are also provided with access to detailed analytical reports and easy identification of workflow and access to care bottlenecks.

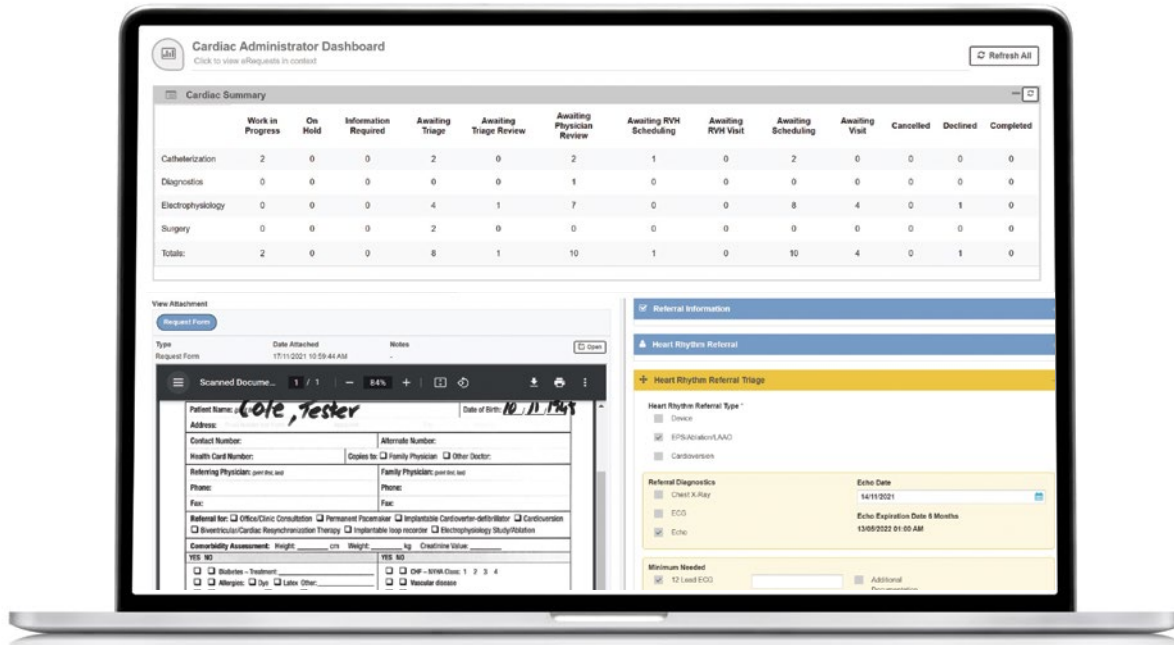
### **Central Intake and Direct Referrals**

Novari Cardiac Services Referral Management™ replaces fax machines with a modern tool that can track each referral. Referrals can be sent from one provider (i.e., general practitioners) directly to another provider (i.e., cardiac specialists). Alternatively, as organisations, and state or territories implement coordinated care programs, referrals can be routed through a central intake/pooled referral model with customised workflows (e.g., intake, triage, routing, etc.) to help load

balance demand across all available providers. Novari Cardiac Services Referral Management™ is designed to ensure that the right patients get to the right providers at the right time and with the right data.

### **Customised Workflows**

The data and workflows for different types of referrals can vary significantly. For example, the data on a referral form and the workflows for a cath lab referral can be significantly different than those for an electrophysiology referral. In recognition of this variance, Novari Cardiac Services Referral Management™ can be configured for any cardiac service with bespoke workflows. We work closely with our clients to configure the software to meet each client's unique needs and workflows.



### Complete and Appropriate Referrals

Incomplete or clinically inappropriate referrals are inefficient and unnecessarily delay patient care. Novari Cardiac Services Referral Management™ enables mandatory referral data sets, so referrals received digitally are always complete and appropriate. Referrals received via fax can be easily reviewed for completeness and appropriateness and if required, quickly returned to the sender with one of many templated notes.

### Accelerate Care by Load Balancing Demand

When choosing where to send a referral, it can be hard to know all the referral options and which provider can see the patient with the shortest wait time. Novari Cardiac Services Referral Management™ sophisticated wait time algorithm uses its own wait time data and patient location data to help route each referral to the next available provider.

### Communicate with Referring Providers and Patients

Referring providers are often concerned when they do not receive timely information on the status of their referrals from central intake

programs or receiving providers. Novari Cardiac Services Referral Management™ can automate the sending of updates to the referring providers using email and automated fax back. Similarly, patients can receive updates on their referral and appointment scheduling status by both SMS text messages or email.

### Use Real-Time Data to Improve Process

To know where problems exist in how we work, we need to know where to look. Novari Cardiac Services Referral Management™ offers detailed insight into the entire referral process enabling the identification of bottlenecks and the development of more streamlined workflows.

### Easily Integrated

Healthcare organisations depend on multiple tools to get the job done. Using software that can't integrate can be frustrating as it leads to people having to do the same thing twice and mistakes in keeping systems in sync. Novari Cardiac Services Referral Management™ can integrate with other systems easily via FHIR or HL7 to make sure everyone is working as efficiently as possible.