# Bamboo Health

## Pings™
A BAMBOO HEALTH SOLUTION

**FOR BEHAVIORAL HEALTH ORGS**

# Optimize care coordination outcomes and engagement with vulnerable patient populations

**LEVERAGE REAL-TIME NOTIFICATIONS TO GAIN VISIBILITY INTO PATIENTS' CARE EVENTS OUTSIDE OF YOUR FACILITY**

Pings enables Behavioral Health organizations to coordinate with their hospital and other acute care partners in order to effectively manage and engage their vulnerable patient populations and foster seamless follow-up care post-discharge.

## Use Pings To:
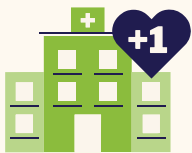
Receive real-time notifications on hospital admissions and discharges to ensure timely follow-up and patient engagement during vulnerable care transition periods

Identify ED high utilizers and multi-visit patients to effectively manage vulnerable populations via admission, transfer, and discharge (ADT) data

Surface clinically relevant behavioral health history, physical health history, social determinants of health information, and primary care attribution to treating clinicians at the point of care in the ED and hospital

Access updated patient contact information to connect with difficult-to-reach patients to enable timely enrollment, engagement, and care plan creation

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*"The Pings solution is a no brainer in terms of a tool that allows our agencies to effectively manage vulnerable populations, collaborate on care plans, and engage their patients."*

**COO, Integrated Behavioral Health Network**

*"We need to be able to aggressively engage our clients to understand their care utilization and needs outside of our center. Pings gives us actionable intelligence in real time so we can provide the best quality care to our clients."*

**Associate Director for Treatment Services, Alcohol, Drug, and Dependency Services**

# Patient Story

## PINGS IMPACT ON PATIENTS: ENABLEMENT AND FACILITATION OF WHOLE PERSON CARE

Monarch is a North Carolina statewide provider of comprehensive specialty mental health and human services that serves 28,000 patients with intellectual and developmental disabilities, mental illness, and substance use disorders. Monique Lucas, vice president of integrated care at Monarch, said one patient stands out as an example of how Pings enabled them to support their patients:

"A young woman had lost a son and had worked with us on her recovery with the care manager, medication management, peer support, as well as group and individual therapy. She progressed well so, like other agencies, as patients get better, they come to us less frequently for care. Fast-forward to the anniversary of her son's death which was so hard for her that she ended up in the emergency room. We got a Ping in real time to let us know she was there. We called her at the hospital, and she burst into tears, expressing her immense gratitude for us reaching out. She needed us to call her. Without that real-time insight from Pings, we wouldn't have known to re-engage her care and be there for her. And guess what - she is now a volunteer for our peer support recovery teams."

> **"We got a Ping in real time to let us know she was there. We called her at the hospital, and she burst into tears, expressing her immense gratitude for us reaching out. She needed us to call her."**

How can we help?
Tell us your needs.

**BAMBOOHEALTH.COM/CONTACT**

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