



Frequently Asked Questions

1. Why are you contacting my organization?

Your partner organization / ACO has reached out to us to set you up on our network at no cost to you. By enrolling in our no-cost option, it will allow us to connect to your Admission, Discharge, and Transfer data via your electronic medical record.

2. Who is Bamboo Health?

Bamboo Health provides Real-Time Care Intelligence™ solutions that empower healthcare professionals to make the right decisions at the right time for the right outcomes. To learn more about us visit our main website at www.bamboohhealth.com

3. What do you mean by Sender Only No Cost Contract?

As a sender only integration with bamboo health you will be able to:

- Send patient event data.
- Provide additional patient context at the point of care.
- Identify patients affiliated with programs on our network.
- Enable your community to support continuity of care, reduce readmissions and help to schedule follow up visits.

4. Is my EMR going to charge me a fee to integrate with you?

Please speak with your EMR to discuss what fees would be associated with this integration.

5. What if I need ongoing support for example adding more users to the platform?

Our Centralized Customer Support Platform is a great resource for all user account management, in-app workflow, and general questions you have about our product. To get started, create a username and password, then submit a ticket. Someone will respond to you in 24-48 hours. [Access here](#) If you already have a username and password you can log in.