

Know the Moment a Patient Returns to the Hospital, With Time to Act

When a home health or hospice patient enters the emergency department or hospital, every hour matters. Without real-time visibility, teams may not know a transition has occurred until the opportunity to coordinate care, protect census, or bring the patient back onto service has passed.



For Home Health – Unexpected ED visits and hospitalizations put active census at risk of leakage to competing agencies. And after discharge, limited visibility can mean missing the opportunity to re-engage patients before they go elsewhere.



For Hospice – ED visits and hospitalizations often lead to revocations, live discharges, and breaks in continuity. Knowing when these events happen gives teams an opportunity to engage patients and families sooner.



Pings™ closes the visibility gap with real-time insights into ED visits, hospital admissions, and discharges so your teams can act when it matters most.

How it Works

Pings gives home health and hospice organizations real-time visibility into when their patients present to the emergency department (ED), are admitted to the hospital, or are discharged, even when care occurs outside their usual referral network.

Powered by a network of 2,500+ hospitals, Pings replaces delayed visibility with actionable, real-time insight, giving teams the opportunity to intervene sooner, protect census, and bring patients back onto service when clinically appropriate.

- ✓ **Know when patients go to the hospital.** Capture hospital referrals through real-time admissions and discharge notifications (via SMS, email, and directly in workflow), ensuring timely follow-up and appropriate transitions of care.
- ✓ **Protect your existing census.** Stay connected to active patients through unexpected encounters and reduce the risk of losing them during a transition. Prevent LUPAs and PEPs by receiving real-time alerts on ED presentation to proactively engage the patient and pull them back to your HHA if clinically appropriate.
- ✓ **Act before the next transition happens.** Give clinical, intake, and growth teams the visibility to engage patients, families, and care partners while there is still an opportunity to influence the next step in care.
- ✓ **Bring patients back onto service and strengthen referral relationships.** Track patients recently discharged for up to 90-days afterward to identify opportunities to re-engage them when post-acute care is needed again or when a partner's patient enters your HHA.
- ✓ **Reduce empty house visits.** Properly allocate field staff by identifying where patients are in real time.

Real-World Impact

A real-world analysis looked at a multi-state home health organization. Branches without Pings experienced:

8X

more missed care opportunities

46.9%

quarter-over-quarter increase in missed opportunities

13%

of patients started care with another home health provider within 90 days of discharge. (Compared to only 1.5% of locations with Pings)

Missed care opportunities add up fast. Pings helps you close that gap and protect the revenue tied to every patient relationship. The right data changes the outcome. Delivered at the right moment, it turns a missed opportunity into a protected patient relationship.

See how Pings supports post-acute providers: bamboohealth.com/pings

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