

# Use Case: ClaraLink at Orange Regional Medical Center



## ORMC records the following for patients to replay from home:

- ✓ Teach back instructions with care coordinator
- ✓ Follow-up appointment reminders
- ✓ Medication delivery and instructions
- ✓ Information about durable medical equipment and/or visiting nurses
- ✓ Instructions for communicating concerns, red flags

## About Orange Regional Medical Center

- 353-bed non-profit medical center
- Located in Middletown, NY
- Employs over 2,400 healthcare professionals
- More than 600 physicians on medical staff

## Challenge: Reduce Avoidable Hospital Readmissions

ORMC seeks to ensure a successful transition from hospital to home that is free of readmission for at least 30 days.

## Strategy: Care Coordination

ORMC partnered with Nexus Health Resources, a care management company focused on coordination of care and care transitions.

- Individualized care coordination during patients' stay until 30 days post-discharge
- Tools to track processes, give detailed reports, and inform future decisions
- Educational presentations and material for staff, patients and community

**“ClaraLink has proven itself an incredibly valuable tool for our patients and has contributed to our success in reducing avoidable readmissions.”**

*Virginia Feldman, MD,  
President &  
CEO, Nexus  
Health  
Resources*



## Solution: Recorded Discharge Instructions

As part of its strategy, Nexus Health Care Coordinators implemented ClaraLink™ to record live discharge instructions provided to patients at the point of discharge. Patients receive a secure link to replay instructions from home and share with primary caregivers.

**“Providing access to recorded discharge instructions gives patients a better understanding of their care plan and how to keep their recovery on track to avoid a hospital readmission.”**

*-Virginia Feldman, MD, President & CEO, Nexus Health Resources*

## Outcomes: Readmissions & Patient Experience

- 30 percent reduction in readmissions
- 1 in 3 patients access recordings post-discharge
- Recordings played back for quality scoring of discharge instructions
- Recordings used as reference in training care coordinators

