

# Connecting with the Family Caregiver

## Easily Engage Family Members During the Care of Their Loved Ones

### Situation

Patients' family caregivers can be critical partners to the care which home health providers deliver to their loved one. However, the burden of caregiving can increase family members' risk of experiencing high levels of stress, exhaustion, sleep disturbance, anxiety, and depression. Caregivers are also at risk for developing significant health problems and burnout.

### Solution

With Synzi, your clinicians can engage with the patients' loved ones to provide an update on the patient's condition and the treatment plan. The family caregivers can communicate with their loved ones who might not be able to have visitors and receive real-time answers from their loved ones' clinicians. These HIPAA-compliant virtual visits can be provided in a variety of settings, including hospitals, nursing homes, assisted living facilities, etc.



### Convenient Solution

Enables family to see loved ones and participate in care appointments without requiring the burden of travel and time off from work



### Virtual Family Visits

Reduces patients' social isolation by using video to stay in touch with family members when visits are restricted



### Immediate Answers

Helps family caregivers access your care team if they have a question or observe a change in condition



### Care for the Caregiver

Provides family caregivers with emotional support as they continue to provide the challenging and demanding care needed by their loved ones

## Synzi Enhances Communication Between the Patient, Family Caregiver, and Your Care Team

### Addressing Caregivers' Concerns

Virtual care can improve patient expectations and caregiver concerns by initially assisting the transition of care to home health and then augmenting the care delivered by your team. With the Synzi platform, your clinician and the family caregiver can align on the immediate next steps in patient care and their respective (and potentially evolving) responsibilities during ongoing care for the patient:

- Your agency can use Synzi's video functionality to introduce the staff member responsible for handling the care at home for the patient, prior to hospital discharge and/or the first in-home visit.
- "Live" training or reinforcement of nursing tasks can be provided over video at the beginning of the episode of care and also provided on-demand to bolster the caregiver's skills and confidence.
- The caregiver can also use Synzi's bidirectional communication functionality to access their loved one's care team on-demand with critical questions about a patient's change in condition.
- A cascade of ongoing messages can remind caregivers of their loved one's medication schedule and upcoming appointments.
- By using Synzi's comprehensive platform, your agency can also provide reassurance, counseling and comfort to the family caregiver via video and/or messaging.

Synzi's communication platform also helps bridge the physical distance between the care receiver, the caregiver, and your team. The virtual care platform and telehealth apps provide out-of-town family members with a convenient way to become involved in their loved ones' care, thus alleviating the guilt often associated with not living close enough to provide hands-on support. The communication platform is also valuable for caregivers/patients living in rural areas where your team must drive considerable distances to provide in-person support. Access to your team's support can reduce family caregiver stress and strengthen the caregiver's decision-making capability in critical situations.

According to the American Journal of Nursing, the role of home health nurses has expanded from being primary caregivers to teaching and assisting family members to provide care. Synzi's virtual care platform helps home health agencies enhance caregivers' expectations and experiences in providing care to their loved ones.

### Provides Safer Care

- Protects the patient, family caregivers, and your team from exposure and transmission of COVID19 while preserving your PPE
- Enables your care team to observe significant change in a patient's condition and help equip the caregiver with the right information at the right time, minimizing the need to immediately take the patient to the ER while also reducing strain on the overwhelmed health care system

### Promotes Partnership

- Facilitates "meet and greet" between patient, family, and your clinician via video and messaging before the initial at-home appointment
- Provides care management services – such as training skills, counseling, and immediate answers – to improve the caregiver's confidence and quality of life

**Better technology.  
Better care.  
Better outcomes.**