

## Introducing Telehealth: How It Works & How It Helps

### What is Telehealth?



Telehealth (also called “virtual care”) keeps you connected to our Patriot at Home team in between our in-person visits.

### How does Synzi help me?



By allowing us to communicate with you, Synzi’s telehealth tool helps us provide care to you on a more frequent basis while helping you remain comfortably at home. This helps our team stay on top of your care and gives you more freedom and flexibility in your day-to-day life. You can conveniently use your smartphone or tablet to communicate with our team, participate in virtual visits, and receive helpful care-related messages.

### What are virtual visits? How do I participate in one?



Virtual visits are secure video calls between your Patriot at Home team member and yourself. Your family caregiver can also participate in the call with your permission. We will send you a text message with a link for you to click in order to participate in the virtual visit. During a virtual visit, our team may discuss your progress, answer your questions, and provide guidance regarding your condition. For example, our physical therapists may help you with your exercises and observe your progress as you continue to heal at home.

### What types of messages will I receive from Patriot at Home?



We may send you text messages with useful information about your condition and tips to help you manage your condition. We may also send you texts to remind you how/when/why to properly take your medication. You may receive emergency preparedness messages to make sure you are aware of - and prepared for - natural disasters, COVID-19, etc. Also, we may send immunization reminders as appropriate. You may also receive a request to take a brief digital survey about how you feel and how often you are taking your medications.

### Is my information safe?



We use the Synzi platform which is HIPAA compliant and Hi-TRUST certified. You can be assured that your personal information is protected throughout the call and in our text communications. Patient safety is of utmost importance to us. Telehealth is designed for real-time communication only.

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