

# Secure Communications for Home Care

## Enhance the Client Experience with Convenient and Compassionate Care

### Situation

In-home care is one of the greatest long-term needs for individuals with chronic illness or for those in need of daily life assistance to remain in the comfort of their own homes. More Americans are requiring home care than ever before. According to the Home Care Association of America, 40% of adults aged 65+ need daily assistance and 70% of adults aged 65+ will need assistance at some point.

### Solution

With Synzi, your agency's aides can communicate with their clients, family caregivers, and home health staff using HIPAA-compliant secure messaging and video-based check-in's. Secure messages and virtual visits help your aides conveniently and frequently support clients with some of their activities of daily living or just offer friendly companionship. Ongoing messaging supports your clients' adherence to medication and dietary requirements.



### Medication Assistance

Enables aides to remind clients to take medications on time and assist if a reorder is needed



### Caring Companionship

Reduces clients' social isolation by using video and frequent messaging to check-in on the clients' general well-being and also encourage proper nutrition and exercise



### Immediate Access

Helps aides access another clinician if the client falls or the aide observes a change in condition



### Additional Support

Enables clients and aides to engage additional remote resources (e.g., family caregivers, home health staff, physicians) on-demand during an at-home visit

## Synzi Enhances Ongoing Client and Aide Engagement, Safely and Securely.

### Conveniently Care for Clients

Your organization is able to work safely and securely by using Synzi to encourage your clients' return to independence or help maintain their quality of life, in the comfort of their home.

With Synzi, your agency, your clients and the broader care team can stay connected on one integrated platform which works on everyday consumer devices such as smartphones, tablets, and PCs, across any level of cellular or Wi-Fi connectivity. Clients can initiate and ask questions through the secure messaging or a virtual visit.

- **Secure Messaging:** Your organization is able to work safely and securely by using Synzi for bi-directional communications. An agency places itself and its patients at risk when sending ePHI via unencrypted text messaging. As traditional texting may not meet security or compliance requirements set forth under HIPAA, your agency is at risk for costly HIPAA violation fines." With Synzi, your aides can message in an encrypted, HIPAA-compliant environment and share images of the client with a supervisor or clinician. The Synzi platform operates in a HITRUST certified environment, ensuring the security of our technology today while future-proofing our solution to meet growing customer needs.
- **Virtual Visits:** Synzi's integrated platform also includes video functionality. As needed, your aide can quickly facilitate a video call with the client and additional participants (e.g., a family caregiver, a specialist, etc.) to put "eyes on the client" in real-time and in a secure environment. The aide can conduct virtual visits to support and foster emotional well-being and also provide mental stimulation and activity – in addition to the scheduled in-person visits. These visits also enable the aide to monitor, communicate and report updates, concerns, changes and needs to appropriate staff members in real-time. Multiple participants can be included in the video-based visits, including a medically certified interpreter to help the client comprehend and communicate.
- **Text and Email Messaging:** Your administrator can schedule a series of automated text or email messages to your clients with useful information about their medication, diet and exercise suggestions, trip and fall prevention, and tips for self-care. An ongoing cascade of messages also helps clients' social isolation by providing friendly and thoughtful touchpoints. Your agency can customize the cadence of communications, language, and modality (email vs. text) based on client preferences and conditions.

Visit us at [synzi.com](https://synzi.com) or call 888-515-5368

### Engages Clients

- Allows administrators to automate ongoing communications
- Automates the launch of mass messaging to clients regarding weather-related emergencies and flu vaccinations
- Enables aides to use video to check-in on clients' well-being, range of motion exercises, and dietary and nutritional behaviors
- Helps aides trained for specialized conditions (e.g., Alzheimer's, dementia, hospice, etc.) access resources if needed and/or provide respite to family caregivers via video

Better technology.  
Better care.  
Better outcomes.

### Promotes Partnership

- Facilitates "meet and greet" between client, family, and the aide via video and messaging before the initial at-home appointment
- Delivers care in conjunction with home health staff (e.g., if a client has recently been discharged from a healthcare facility and/or has a chronic condition)
- Enables aide to easily observe and report significant changes in a client's condition to a supervisor or clinician