



*Hospital studies show that many patients forget most of what they've been told by the time they get home! This often leads to new medical problems. Our Post-Discharge Outreach\* program helps make sure our members' healthcare needs are met even after they leave the hospital.*



## Post-Discharge Outreach

### Help After the Hospital

Almost any patient can get an infection or have problems after leaving the hospital. And discharged patients may not notice new symptoms right away. Or the symptoms may be masked by medications. Our Post-Discharge program can:

#### Ease the Move from Hospital to Home

A QualChoice Care Manager can reduce a member's anxiety. They can explain discharge instructions, discuss prescriptions, schedule follow-up appointments and give advice.

#### Improve Understanding

Engaged and informed patients are much more likely to understand and follow their discharge instructions correctly. This ensures a full recovery and makes the need for more hospital stays less likely.

#### Provide Assistance

To ensure the right care, a Care Manager may help communicate the member's needs or requests to the doctor. He or she may also help get authorization (approval) for services when needed, and spot potential problems.

### Reduce the Need for Another Hospital Stay

Hospital stays are stressful for members--and costly. So we take a proactive approach. We call members who may be at risk for readmission after they leave the hospital. Members at risk include those with a complex discharge plan, a history of readmissions, or a history of frequent ER use. By reaching out to these members, we can help in a number of ways, ensuring a complete recovery and less chance of repeat hospital stays!



**For support following a hospital discharge, call us at 501.228.7111 or 800.235.7111 and ask to speak to a Care Manager.**

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QCARE, our personal health and wellness management program, offers support and learning tools for QualChoice members. This keeps our healthiest members healthy and gives those with chronic illness the special attention they need. QCARE is led by a team of health experts including a staff of registered nurses (RNs) and a Medical Director. To learn more or to view a list of QCARE programs, visit [QualChoice.com](http://QualChoice.com); select QCARE Program.

\*NOTE: Programs vary by group and benefit plan. Check with your benefits administrator.

