

Discharge Calls



SOLUTIONS TO HELP YOU LISTEN

Seamless care transitions made simple



PX

CX

EX

MX

PATIENT | CONSUMER | EMPLOYEE | MARKET

Healthcare's most comprehensive experience management platform.

NRC Health gives healthcare organizations the technology and intelligence to create the most human healthcare experiences for patients, consumers, employees, and the markets they serve—to help eliminate friction, improve outcomes, and drive business results.

nrchealth.com

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At NRC Health, we believe in the power of Human Understanding® to revolutionize healthcare. We offer a fully automated, turnkey solution designed to ensure seamless and safe care transitions. By leveraging our responsive technology platform, proven processes, and best practices, we help you reduce friction for patients and improve key performance measures.

How it works



Contact 100% of patients within the critical hours of discharge

Leverage automated calls and digital outreach to systematically and efficiently connect with patients



Quickly identify patients in need of clinical or service recovery

Ask targeted questions proven to identify high risk patients



Resolve patient issues in real time

Deliver patient level insights integrated into the care team work flows for quick resolution



Use feedback to drive rapid improvements

Capture the real time data you need to improve the delivery of care and address points of friction inside and outside of the care setting



Improve financial performance

Reduce internal resource investment and maximize reimbursement by resolving issues before they escalate into a readmission, a negative score on an HCAHPS survey or an adverse event

Credible solutions for real-world challenges

Our platform is built on a foundation of credibility, supporting healthcare providers with a reliable and efficient approach to care transitions. Trust in a solution that's designed to integrate seamlessly into your existing systems, so your team can focus on what truly matters: delivering exceptional patient care.

Reduce staff time and resources by 80%

"Our leaders are using the information in their huddles with their teams. They're **proactively looking at this information** and trying to make sure that if we hear three patients having the same issue, then we're going to make sure that **we're looking at our process to fix it.... We're engaging those frontline clinical staff** to help us with fixing the problem."

—Hospital network director of service excellence

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Human Understanding®

For more on these real-world use cases, check out go.nrchealth.com/PX