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# UpToDate Journeys FAQ

Everything you need to know about effectively supporting your patients with UpToDate Journeys

## What is UpToDate® Journeys?

UpToDate Journeys is a powerful combination of interactive call or digital campaigns and multimedia programs that engage patients on their health journey. UpToDate Journeys asks self-reporting questions regarding patient status, enables self-management, and drives healthy behaviors. Calls or digital engagements plus multimedia programs explain what actions patients should take and why they are essential. These measures give people the directions, tools and confidence they need to get better at home.

Every interaction with an UpToDate Journeys program is tracked and informs reporting in the online UpToDate Patient Engagement platform. The system then notifies you or a representative of your choosing of patients who may be at risk of readmission or complication. All outreach is automated, allowing care teams to reach a larger number of patients post-discharge without requiring additional staffing. And, because an individual's support system is key to recovery, UpToDate Journeys can also contact friends and family, also known as the circle of care, so everyone is on the same page for a healthy recovery at home.

## How do I enroll my patients in UpToDate Journeys?

The UpToDate Journeys suite can integrate directly with your electronic medical records (EMR) system, or providers can use our online tool, UpToDate Engagement Manager, to enroll patients and their circle of care in less than two minutes.





## How does an UpToDate Journeys Program Work?

Journeys programs begin the day after enrollment and continue through the most critical self-management periods. The patient is asked to verify they are the intended recipient. Once confirmed, UpToDate Journeys takes the recipient through self-reporting questions and reinforces key messages about their condition and compliance with discharge instructions. All responses are then reported to the physician or designated representative(s). Programs allow patients to take notes and flag questions for their doctor if there is information that they don't understand. If a patient does not engage with the call or digital series, they will receive reminders.

## What information does the patient provide? What information do we receive from the calls?

UpToDate Journeys calls ask a specific series of questions depending upon the patient's condition. Responses from all enrolled patients are collected and sent directly to providers in same-day and/or daily summary reports. Answers that may warrant additional outreach are flagged red—for example, a missed follow-up appointment. Your organization will ultimately decide which responses prompt follow-up action. Reports also include yellow flags, which indicate non-clinical changes, such as a change in contact information, if the patient has been transferred to a different facility or if the patient is deceased.

## What topics does UpToDate Journeys cover?

This is the updated program list: General Inpatient Discharge, Covid-19 Discharge, Diabetes Discharge, Pneumonia, Heart Failure, Acute Myocardial Infarction (AMI), Pregnancy, General Orthopedic, Chronic Obstructive Pulmonary Disease (COPD), Stroke, Behavioral Health, CPAP, Breastfeeding, Postpartum, Total Joint Replacement, Emergency Department Discharge

## How Does UpToDate Journeys support patients on their journey from hospital to home?

UpToDate Journeys engages patients through multiple touchpoints along the patient's post-discharge journey from hospital to home, reinforcing the importance of medication adherence and scheduling follow-up appointments.

## If patients have questions about their health, does UpToDate Patient Engagement respond on our behalf?

No. Instead, the UpToDate Journeys suite provides a technology platform meant to leverage your clinical staff more effectively. By identifying which patients are potentially at risk, it empowers your staff to more effectively address patients who need additional assistance most. Your clinical staff can choose whether to respond, escalate, or ignore a patient flag, and can do so with greater efficiency.

## What if patients have an emergency situation?

The UpToDate Journeys suite advises patients of when to seek emergency help during each call. If their answers indicate more mild concerns, it encourages patients to call their physician.

## What if a patient or circle of care member no longer wishes to receive calls?

Patients and their circle of care may call the number provided to them by your organization. The discharge nurse or other appropriate personnel can either use UpToDate Engagement Manager to deactivate the patient from the program or, if integrated with EMR, cancel the order. Outreach will stop the following day.

## What if my patients don't like to talk to computers on the phone?

UpToDate Journeys calls do not use a typical computerized voice, but rather the friendly, empathetic voice of UpToDate Patient Engagement that patients have loved for years. Patients feel they are receiving helpful information from a trusted source, not a computer. Pilot program results revealed patients typically stay on the line with UpToDate Journeys for 4-5 minutes.

## What languages are available?

UpToDate Journeys is available in English, with select series available in Spanish.

