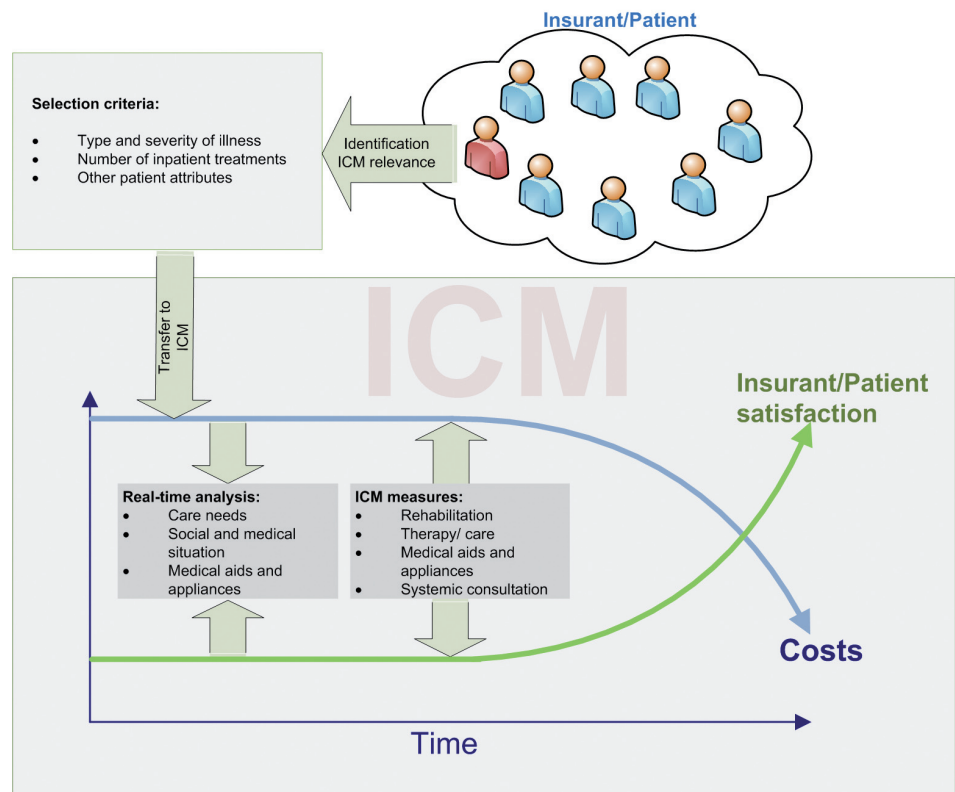




# Intensive Case Management (ICM) Patient Consulting Services with a System

Individual and efficient holistic care management

We offer intensive case management services for our clients and subsequently the patients. Our health care service methods are comprehensive and embody a complete holistic approach in all service areas, which is tailored to individual patient and family needs. It is our aim to provide the most optimal patient care while considering the economic factors and applying effective tools to maintain low costs.



ICM management and its impact

Enhance your potential



# Intensive Case Management (ICM) Patient Consulting Services with a System

## Holistic care for the patient

Our ICM team members accompany and consult the patients and their families on all relevant health care issues within the patient's immediate environment. Our care giving team performs and provides well-structured, carefully planned analyses and develops individual and custom care plans for the patient. Seeing that the patient is provided with the appropriate therapy and ambulatory medical care, we aspire to improve sustainability for this special patient care service.

## Consulting and costs optimization

Our ICM consulting service does not only solve interface problems in the different interceding health care areas, but it also optimizes the services for the health insurance company enabling an accurate allocation of resources. This applies to administering personnel in case and care management as well as service expenditures.

## Automatic generation of processes

Our well developed database systems are able to generate automated processes and standardized procedures. These procedures have been programmed to identify pre-defined case constellations derived from work lists delivered to us via secure data lines by health insurance companies.

## Scoring system

A scoring system was developed for defining specially tailored inquiries within our databases. This can be adjusted to all types of software systems used by health care insurance companies and hospitals. The scoring system has been converted to a high-performance standard suite, which permits precise identification of pre-defined patient medical criteria. Within seconds the program is able to recognize patients that are potential cases for case management. As a result, the case manager can immediately process, generate accurate and modify custom work lists as well as obtain a quick overview of his or her cases for an easy handling.

## Consulting approach

The intensive care management service intercedes and negotiates between inpatient and outpatient special care areas.

These areas are:

- Organization of subsequent treatment for patient care
- Assistance services for prompt transition to post-rehabilitation
- Provision of appropriate medical devices for the patients
- Initialization of patient home care
- Inducement and optimization of nursing care
- Stabilization and securing ongoing therapies

Our experience in the last years has shown us that it does not only suffice to rely on indicatory approaches for developing individual health care plans. Our ICM team acknowledges and observes the patients' economic situation and social environment as decisive factors for final and well-planned decision making.

### Your benefits at a glance

- Patient focused and systemized health care plans
- Quick generation of targeted and automated processes
- Experienced professional staff in medical, nursing and care therapy areas
- Preservation of the patients health care expenditures in a complex health care environment