



# Patient Success Story: Preventing Readmission and Improving Post- Discharge Care with Dialog Health



## The Patient

"Mary" was admitted to Hackensack Meridian Mountainside Medical Center (MMC) in New Jersey after suffering a stroke. She was discharged with a prescription for an anticoagulant medication.

## The Situation

The day after discharge, Mary received one of our automated post-discharge text messages through Dialog Health, our two-way texting technology. The message reminded Mary to take her anticoagulant medication as prescribed.

Dialog Health's two-way/conversational feature allowed Mary to reply to the SMS immediately. And texted that she had not filled the prescription due to its high cost — a common issue affecting millions of Americans — and that she was feeling lightheaded.

## The Next Steps

MMC team members contacted Mary to understand her situation better. They discovered she needed assistance with filling her prescription and required a new primary care physician (PCP). The team consulted with Mary's discharging physician, who recommended that Mary either fill the prescription or follow up with her PCP to change her medications.

The team provided Mary with a coupon for a free 30-day supply of the prescribed anticoagulant medication and scheduled a follow-up appointment with Hackensack Meridian Mountainside Medical Group.

Wed, May 1 at 8:35 AM

**MMC:** Welcome to the texting platform utilized by Mountainside Medical Center to support patients after their stay with us. Thank you for letting us care for you. If you were given any discharge or medication instructions, it is very important that you follow them as instructed.

I have not gotten my meds from the Dr as of yet. The Dr did send my meds to the pharmacy but they were too expensive I can not afford them. I'm feeling a little light-headed please advise.

## The Results

Using the coupon, Mary filled her anticoagulant medication prescription and scheduled a timely PCP follow-up appointment. With Mary's permission, the MMC team spoke with her daughter, "Susan," and included Susan in the text message communications to ensure better support for Mary's recovery at home.

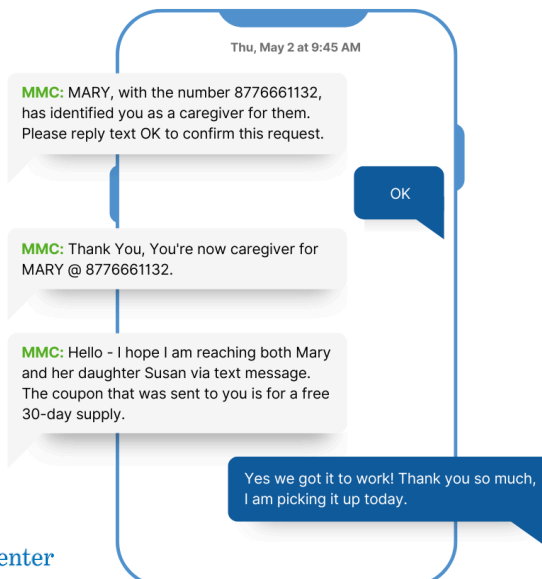
Two common causes of hospital readmissions are non-adherence to medications and lack of PCP follow-up. Using Dialog Health, MMC helped Mary avoid these risks, likely preventing a readmission.

The HIPAA-compliant, two-way texting enabled MMC staff to provide effective and personalized post-discharge care transition support.

Also, the ability to leverage timely and conversational texting through Dialog Health allowed MMC to quickly identify and address the patient's social determinants of health, such as economic constraints and healthcare access issues, ensuring a better patient outcome.

## The Conclusion

By leveraging Dialog Health's texting technology for post-discharge communication we will continue to improve patient safety and outcomes as well as reduce readmissions. A great validation as to the value of Dialog Health's two-way texting as a communication, support, and intervention tool.



## Case Study: Patient Success Story using Dialog Health Texting

*"We continued to reach her through Dialog Health messaging and supported her recovery at home. Not only did we prevent an avoidable readmission, but we also used our digital technology platform to provide effective care transition post-discharge. This experience highlights the importance of patient-centered care and effective communication in optimizing patient outcomes and safety."*

**-Shibani Gupta, OTR, CCM  
Director of Neurosciences and  
Orthopaedic Services  
Administration**

Dialog Health's HIPAA-compliant texting solutions are cloud-based, easy-to-use, and proven to improve patient engagement while increasing staff productivity.

Powerful mobile solutions, better engagement for today's world.