



*RTM Designs*

# Navigate

Closed Loop Referral for Community Healthcare Partners



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## Closed Loop Referral for Community Healthcare Partners

RTM Designs' Navigate platform offers efficient and low-cost integration with local healthcare systems wishing to refer patients to a 211 organization. Frequently patients in clinical visits present with social needs that the clinician suspects may be impacting the patient's health status or treatment plan. The local 211 is the logical choice for screening and assessing the possible social needs. RTM Designs offers an easy way for the clinician to refer the patient to 211 and receive feedback on 211 findings.



### No additional software or changes to workflow

RTM Designs integration model between community healthcare systems and 211 organizations employs the native platforms used by clinicians and 211 agents. No additional app or third-party tool is needed. Navigate and the healthcare platform (Epic, AllScripts, Cerner) communicate via direct message, a secure trusted network used to share information for patient referrals and continuity of care coordination.

### Secure communication between platforms

Essentially, the local 211 organization becomes a node in the community healthcare provider network. As a node in the network, the 211 can be selected by a clinician (nurse, physician, etc.) to receive a patient referral for social needs screening. The referral automatically initiates a contact in the 211 organization's Navigate platform where a 211 agent reopens the contact and follows normal procedures for screening, assessment, referral, and follow-up.



### Return outcomes to patient record

At any point, the 211 agent can indicate that the status and the outcome of each of the patient's assessed social needs should be sent back to the healthcare system. The Navigate platform formats the 211 information into a *Continuity of Care Document* and attaches it to the message returned to the referring clinic's platform for presentation in the patient record. The 211 feedback information is automatically available for the clinician to review during follow-up patient visits.

**The primary value of this integration model is that neither the healthcare staff nor 211 agent needs to move outside their normal workflow to share information. Each uses their familiar native platform, performing their normal daily actions. The platforms facilitate the communication within a secure trusted network.**