



What the ConnectionsSM Health Management Program can do for you

How the Connections program helps you and your practice

- ➔ Connections helps physicians:
 - have meaningful dialogues with patients who are well-prepared for office visits through health coaching;
 - support patients with chronic conditions;
 - support patients by providing decision-making support for certain health conditions;
 - simplify the process of referring patients to dietitians, respiratory therapists, and diabetic services;
 - close gaps for quality improvement.

The benefits you and your practice receive from health coaching

- ➔ By having your patients interact with a Health Coach, you can expect:
 - active patient participation during office visits;
 - clinical resources to educate patients about chronic conditions and treatment choices for various health conditions, including back pain, benign prostatic hyperplasia, and abnormal uterine bleeding;
 - support by encouraging adherence to your treatment plan.

Appropriate patients to refer to the Connections program include those who are:

- ➔ newly diagnosed with a chronic condition and/or need health education and support;
- ➔ at high risk for hospitalization or readmission;
- ➔ non-compliant.

Who Health Coaches are and what they can do

- ➔ Health Coaches:
 - are registered nurses, dietitians, and respiratory therapists;
 - are available by phone, 24 hours a day, 7 days a week;
 - refer to only unbiased, evidence-based resources such as the American Diabetes Association, American Heart Association, National Institutes of Health, Centers for Disease Control and Prevention, and many other nationally recognized organizations;
 - send your patients educational materials and/or Shared Decision-Making[®] videos, when appropriate.*

SMART[®] Registry

- ➔ The SMART Registry reports on key aspects of the individual patient care. It is distributed twice a year and includes network comparison, group, medication persistence, and patient-specific reports. The SMART Registry identifies:
 - clinical gaps in care for patients with asthma, CHD, HF, chronic obstructive pulmonary disease, diabetes, and co-morbid hypertension.
 - patients with frequent Emergency Room visits and/or hospital visits who may benefit from health coaching.

For additional assistance, contact the Connections Program Provider Support Line at 1-866-866-4694.

*Shared Decision-Making[®] video programs are developed in partnership with the Foundation for Informed Medical Decision Making.