



Dear Trusted Partner,

Our primary goal is to provide VIP coordinated care to our patients. In support of this goal, ChenMed will begin using the LeadingReach platform to send and coordinate referrals.

### **What is LeadingReach?**

- A HIPAA-secure, web-based **referral management platform** that creates a more accountable transition of care and connects providers together creating a secure channel for digital communication and document exchange.
- Benefits of LeadingReach:
  - Real-time status updates, referral tracking, and closed-loop appointment confirmations.
  - HIPAA-secure chat, team messaging, and file transfers between PCP and specialist.
  - The ability to reduce unnecessary faxing and phone calls.
  - Enables a faster time to appointment for patients.
  - Accountable transition of care with improved patient experience.
  - Streamlined analytics to measure and trend KPIs.

### **How does LeadingReach impact the Medical Neighborhood?**

Our partnership with LeadingReach is one piece of a larger effort to improve the efficiency and effectiveness of our referral processes and improve coordination of care overall. We are also:

1. Centralizing referral scheduling through a Central Referral Team that is integrated with our clinical systems to provide one seamless communication process for our patients and provider partners.
2. Creating a network of specialists who provide the best access for our patients and communication with the referring providers.

One of ChenMed's goals is to improve the care coordination process for both staff and patients through the implementation and utilization of LeadingReach, the referral coordination technology chosen by ChenMed. Utilization of LeadingReach is highly encouraged and will be monitored by our providers as a metric in evaluating Medical Neighborhood status. Together we can improve care for our patients by creating a connected, coordinated, and compassionate network of high-performing providers and facilities committed to a more accountable and transparent referral process.

### **Connect With Us!**

We are excited to collaborate with LeadingReach and leverage their platform for the benefit of our patients – we hope you consider joining Leading Reach as we strive to improve health care delivery in the region. For more information about this initiative, please visit and sign up at [leadingreach.com/chenmed](https://leadingreach.com/chenmed) or contact Viktoria Samuel, ChenMed Director Referral Management at [viktoria.samuel@chenmed.com](mailto:viktoria.samuel@chenmed.com) / 786-514-6690.

Warmest regards,

The ChenMed Team