



CALL NAVIGATOR TECHNOLOGY

Smart, scalable post-discharge technology



WHAT IT IS

Call Navigator is **Altrix Group's** proprietary web-based platform that enables healthcare teams to deliver structured, data-driven post-discharge outreach. Designed to support both RN- and non-RN-led follow-up models, this tool helps hospitals close the loop after discharge, without adding strain to clinical resources.

CORE CAPABILITIES



Automated Call Assignment: Prioritizes and queues patients based on discharge timing and risk



Customizable Scripts: Tailored by department, diagnosis, or provider protocols



Real-Time Alerts: Escalation flags for high-risk responses or unanswered calls



Productivity Dashboards: Monitor call outcomes, staff performance, and patient feedback



Compliance Reporting: Exportable reports for QA, compliance, and leadership review

WHY IT MATTERS



Fewer readmissions and ER visits



Improved patient satisfaction and trust



Greater adherence to discharge plans



Scalable, standardized follow-up, with or without expanding staff

SAFETY & FLEXIBILITY



Cloud-based platform with customizable access controls



Compatible with both virtual RN and non-clinical caller models



Managed and supported by our clinical operations team



Adaptable to your workflows, departments, and patient count

LET'S CONNECT

See how **Call Navigator** can enhance your post-discharge outreach and improve patient outcomes.



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