

Crouse Hospital Sees 15% Reduction in Readmission Rates Among Patients Enrolled in Patient Portal Technologies' MedEx Program



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First of Its Kind Medication Delivery Program Shows Increased Medication Compliance, Health Outcomes and

Cost Savings

Baldwinsville, N.Y, July 28, 2016 (Newswire.com) - Patient Portal Technologies announces today that the MedEx program has delivered proven results in reducing readmissions at Crouse Hospital, Syracuse N.Y, working in conjunction with Rite Aid pharmacy.

"We implemented bedside delivery for discharge medications as a benefit to our patients. In less than a year we saw a 15% reduction in readmissions in the study group. "Those that received delivery have found this to be an incredibly convenient and beneficial service, based on patient satisfaction surveys" stated Barbara Drapola, Director of Care Coordination Services at Crouse Hospital.

Patient Portal Technologies' internal study has also shown outstanding results in the area of patient satisfaction. Stated Kim Kinney, Director of Quality Assurance, "Our findings showed that patients using the MedEx service had an overall satisfaction rating of 98% percent; 97% percent of the patients found it helpful; 94% stated they would utilize it again; and 95% said they would recommend the service to others."

MedEx is the healthcare industry's first-ever bedside medication delivery service for hospital patients. It works by integrating community pharmacists into the coordinated care process both before and after the patient is discharged. The standard protocol includes an initial prescription delivery, personal regimen counseling, follow-up reminders, and virtual support. This

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streamlined process helps to proactively address patient medication concerns while also reducing hospital readmission rates.

“Our program was designed specifically to improve patient outcomes and to strengthen medication compliance, in turn lowering overall healthcare costs,” explained Brian Kelly, CEO of Patient Portal Technologies. “It has since proven to be an extremely effective model and we look forward to offering it to more health systems and patients in the near future.”

The MedEx program offers patients a number of free services, including:

- Bedside medication delivery service
- Pharmacist medication review and counseling
- Medical Concierge Portal: dashboard analytics, virtual concierge to help navigate and facilitate the process, optional on-site concierge specialist
- 24/7 Pharmacist support via phone

Added Rite Aid’s Manager of Clinical Initiatives Kristin McMahan, “Much like Crouse Hospital and Patient Portal Technologies, Rite Aid is focused on improving patient outcomes and reducing healthcare costs. We are pleased by the initial results, which demonstrates the power collaboration among healthcare providers has in delivering measurable results.”

About Patient Portal Technologies

Patient Portal Technologies (PPT) is an innovation service provider that blends knowledge, technology, and creative thinking with today's healthcare digital ecosystem. A leader in patient flow management, PPT has built a comprehensive healthcare delivery platform and a personalized knowledge center that helps clients re-imagine the way consumers and care-givers engage. For more information visit our website: www.patientportaltechnologies.com or call 888-624-3914.

Source: Patient Portal Technologies

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