

A photograph of a young Black woman with braided hair, wearing blue medical scrubs over a white shirt. She is smiling and looking down at a green smartphone she is holding in her hands. The background is a blurred indoor setting with a wooden shelf and a plant.

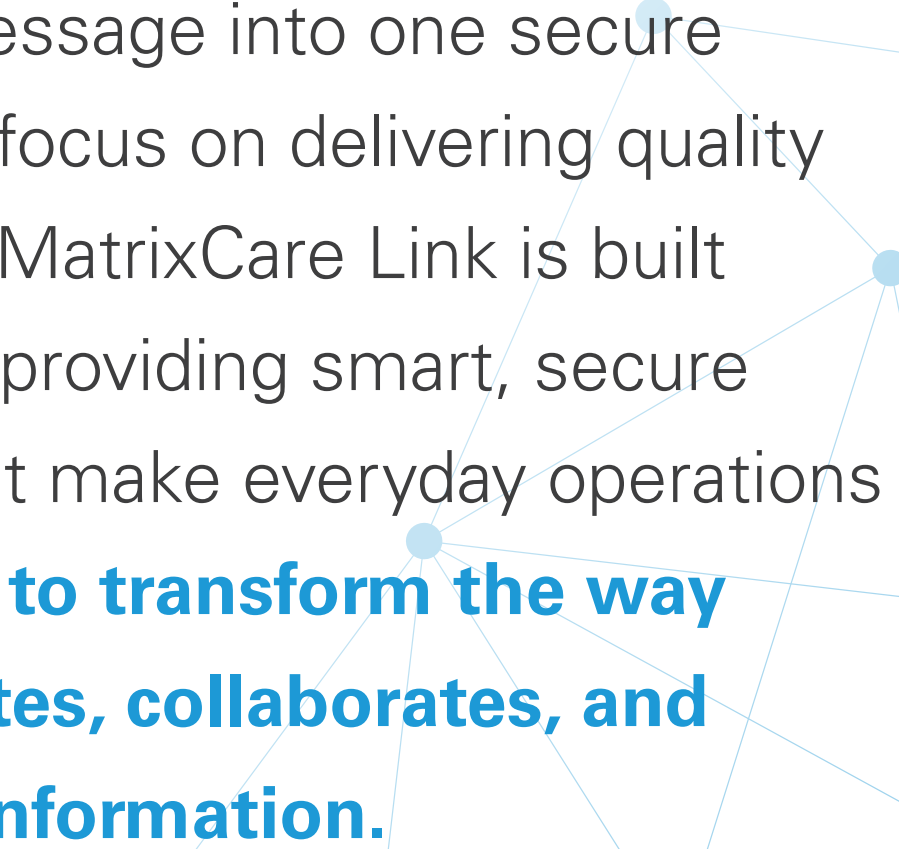
MATRIXCARE LINK:

Keeping your  
team connected  
and informed

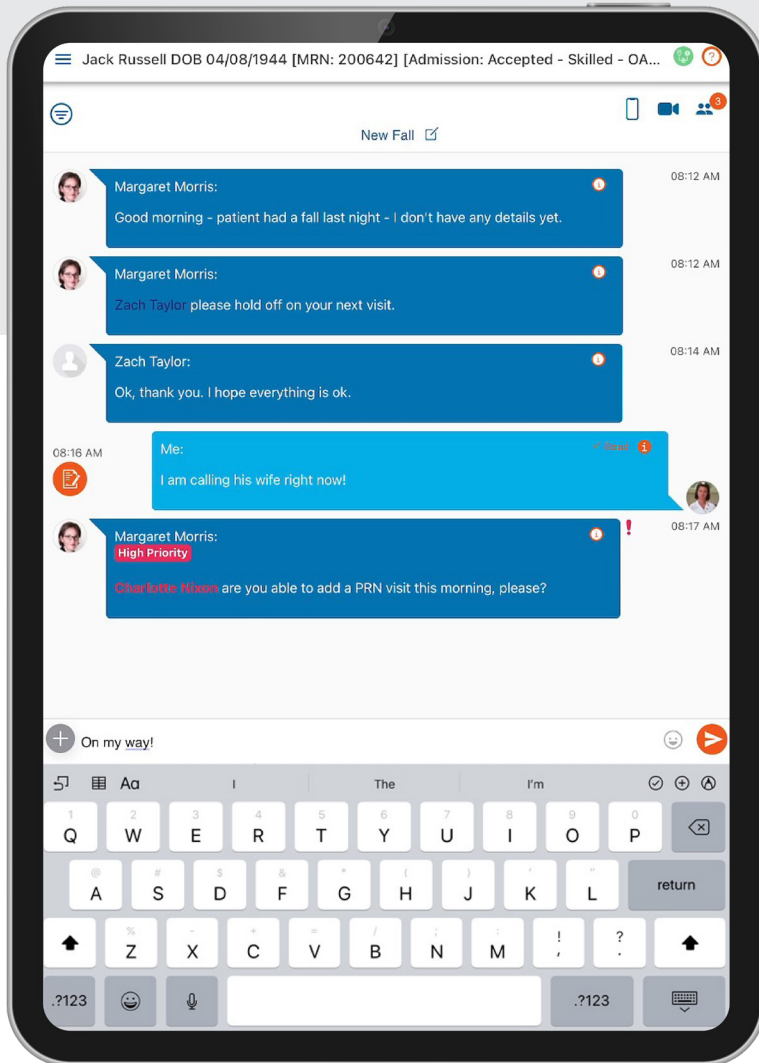
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**MatrixCare**<sup>®</sup>  
by *ResMed*

Imagine a solution that brings every patient update, care note, and critical message into one secure place, so your team can focus on delivering quality care without the clutter. MatrixCare Link is built for agencies like yours—providing smart, secure communication tools that make everyday operations smoother. **It's designed to transform the way your team communicates, collaborates, and accesses vital patient information.**



# A modern solution built for your day-to-day



Capable of seamlessly integrating with your MatrixCare EHR, MatrixCare Link offers a suite of powerful features that can help your care teams communicate efficiently and effectively, supporting your efforts to enhance collaboration, streamline workflows, and improve patient outcomes and quality of life care.

## Patient Discussion Groups (PDGs): Improve coordination with centralized communication

- Manage group members to align with patient care stages and maintain a comprehensive patient history accessible only to staff and external team members
- Support streamlined care coordination through quick access to patient information and highlight specific individuals in message threads to help ensure critical details are addressed quickly

**How it works:** A nurse uses PDGs to quickly update the care team about the specifics of a patient's treatment, informing everyone efficiently without spending time going back-and-forth



### **External messaging: Communicate with patients and family caregivers in real time**

- Facilitate flexible and clear communication by allowing users to respond at their convenience in over 100 languages and simplifying tasks like sharing medication lists or scheduling appointments
- Enable secure, real-time messaging with patients, family caregivers, and authorized contacts to discuss care plans and address concerns without requiring app downloads

**How it works:** An adult child receives a secure message with their parent's updated medication list, helping eliminate the need for an in-person visit or unnecessary paperwork

### **Automatic message routing: Minimize delays in care with controlled escalation**

- Configure message escalation to align with organizational workflows, allowing control over when and how messages are escalated for comprehensive monitoring
- Route messages automatically to available clinicians to help reduce delays and avoid unnecessary emergency calls

**How it works:** A family caregiver's urgent question about a patient's symptoms is automatically routed to an available nurse, helping them receive quick guidance so they didn't have to call 911



### **Broadcast messaging: Message multiple recipients simultaneously**

- Send one-way messages to multiple patients, staff, or care team members at the same time to deliver updates like emergency alerts or supply changes, minimizing individual calls or emails
- Target specific groups with tailored messages to help ensure the right content reaches the right audience

**How it works:** A hospice agency uses broadcast messaging to alert staff and patients about a weather-related closure, quickly keeping everyone informed

### **Masked broadcast messaging: Respond only to the message initiator**

- Send messages to individuals or entire roles to streamline tasks and coordination, allowing recipients to respond exclusively to the sender to help avoid phone tag
- Attach additional information to messages to provide necessary context for fast and effective responses

**How it works:** A manager sends a masked broadcast message to all scheduling coordinators about a last-minute shift change and responses are only received by the manager to help ensure quick action

# Maximize communication efficiency

## Additional messaging features:



**Attachments and links:** Share documents, images, videos, or links to allowing patients and family caregivers access to comprehensive care information



**App-less messaging:** Connect with patients securely via browser link sent through SMS, minimizing the need for app downloads



**Video chat:** Conduct telehealth visits in between in-person visits using live video chat that supports HIPAA compliance to help keep patients and family caregivers engaged

## Documentation features:



**Forms and documents:** Create customizable forms or upload standard documents to help improve flexibility, efficiency, and compliance



**E-signature technology:** Capture and verify signatures securely via text, email, or staff tablet to help accelerate care, billing, and payments

## Discover the difference of MatrixCare Link

MatrixCare Link is more than a communication tool—it's a way to help keep your staff informed, care teams engaged, and patient care exceptional. The result can mean higher ratings, increased retention, and more referrals for your business. Ready to experience a cutting-edge solution that keeps everyone connected?

Contact our experts at **866.469.3766** or visit **[matrixcare.com](https://matrixcare.com)** to learn more.