



What is Vent360 & how does it differ from standard ventilator management?

Vent360 is a turnkey TeleRespiratory service focused on ventilator and outcomes management. Instead of just supplying the ventilator and performing occasional check-ins, Vent360 provides

- **Expert TeleRespiratory Oversight:** Certified clinicians (Respiratory Navigators) remotely monitor patient data via the NEXUS platform.
- **Proactive Interventions:** Continuous monitoring helps identify potential problems early, reducing the likelihood of hospital readmissions.
- **Value-Based Approach:** The program is designed to improve clinical outcomes, lower costs, and streamline workflows for HME/DME providers.

Who can benefit from Vent360?

- **HME/DME Providers:** Looking to offer higher-acuity respiratory care without overburdening in-house staff.
- **Patients with Chronic Respiratory Failure:** Particularly those on home mechanical ventilation, who need regular oversight and timely interventions.
- **Referral Sources & Payors:** Hospitals, physicians, and managed care organizations seeking reduced hospital readmissions, lower costs, and improved clinical outcomes.

How does Vent360 integrate with our current operations and staff?

Vent360 is designed to complement your existing respiratory program by:

- **Collaborative Care:** Your in-house RTs remain integral for hands-on patient visits while Vent360 handles routine monitoring and data management.
- **NEXUS Platform:** Cloud-based software that centralizes patient data, compliance metrics, and documentation—reducing administrative burdens.
- **Flexible Implementation:** Whether you manage a small number of ventilator patients or a larger population, Vent360 can scale to your needs without overhauling current workflows.

What does the monthly per-patient-fee cover?

A typical fee covers:

- **Telemonitoring & Reporting:** Ongoing tracking of patient metrics (ventilator settings, usage data, etc.)
- **Respiratory Navigator Support:** Clinicians who provide proactive outreach, address clinical questions, and coordinate with your team.
- **Compliance Oversight:** Alerts and reminders to ensure patients use therapy as prescribed.
- **Analytics & Outcomes Tracking:** Real-time dashboards to measure improvement in compliance, readmission rates, and other KPIs.

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Will our existing respiratory team feel replaced or overshadowed?

No. Vent360 serves as an extension of your clinical staff, not a replacement:

- **Routine vs. Complex Tasks:** The TeleRespiratory team manages day-to-day patient oversight, so your RTs can focus on high-acuity needs and in-person care.
- **Collaboration & Communication:** Vent360 works closely with your team and physicians, ensuring seamless coordination and unified treatment plans.

How does Vent360 help reduce hospital readmissions?

Through continuous monitoring and proactive intervention:

- **Real-Time Alerts:** The NEXUS platform flags low usage, abnormal vitals, or device alarms.
- **Early Intervention:** Respiratory Navigators contact patients or coordinate with your staff if issues arise (e.g., mask discomfort, malfunction, symptom exacerbation).
- **Data-Driven Adjustments:** Ongoing usage and clinical data guide timely changes to therapy, preventing exacerbations that often lead to ER visits or hospital stays.

What kind of outcomes or ROI can we expect?

- **Fewer ER & Hospital Visits:** Telemonitoring typically catches small problems before they escalate.
- **Improved Patient Compliance:** Vent360's proactive engagement keeps patients on track.
- **Increased Operational Efficiency:** Your in-house staff can handle more patients or dedicate more attention to those with the highest needs.
- **Enhanced Referral Relationships:** Physicians and hospitals appreciate a robust TeleRespiratory solution that helps ensure better continuity of care.

How quickly can we implement Vent360?

Vent360 is an "off-the-shelf" program with minimal setup and training hurdles:

- **Fast Deployment:** Because it's a TeleRespiratory and cloud-based service, no large IT investments are required.
- **Dedicated Onboarding:** Encore Healthcare provides training for your team and helps you identify the ideal patients to enroll first.
- **Scalable Model:** Start small with a pilot or specific patient groups, then expand as you see success.

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How do we ensure patient privacy and HIPAA compliance?

- **Secure Data Exchange:** All patient information within the NEXUS platform is encrypted and accessed through secure logins.
- **Strict Compliance Protocols:** Encore Healthcare follows HIPAA/HITECH regulations, undergoes regular security audits, and enforces strict access controls.
- **Clear Liability & Responsibility:** Vent360's scope of work is clearly delineated, minimizing risk while protecting patient data.

Do we still handle ventilator equipment and billing?

Yes. Vent360 supports your ventilator management, but your HME/DME maintains responsibility for:

- **Providing & Maintaining Equipment:** Inventory, deliveries, repairs, and replacements.
- **Insurance & Billing:** You continue to bill payers for the ventilator rental or purchase.
- **Ownership of Patient Relationship:** You remain the primary respiratory provider; Vent360 assists you with clinical oversight and monitoring.

What level of patient engagement can we expect from a remote service?

- **Regular Check-Ins:** TeleRespiratory clinicians call or video conference with patients to address concerns, reinforce usage, and adjust settings if needed.
- **Educational Resources:** Vent360 provides ongoing education and coaching to help patients better manage their respiratory therapy.
- **24/7 Monitoring Capability:** Real-time data tracking via NEXUS ensures you're not waiting weeks to catch compliance issues.

Can we customize Vent360 to fit our unique needs?

Absolutely! Providers can:

- **Set Custom Alerts & Thresholds** in NEXUS to trigger interventions more quickly or less frequently, as appropriate.
- **Define Communication Workflows** so Vent360 staff know exactly when and how to involve your in-house RTs and physicians.
- **Add TeleRespiratory Services** like education modules or additional care protocols if desired.

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