



## Executive Summary

**Care2U**, a leader in acute care at home, is revolutionizing the delivery of hospital-level care directly to patients' homes. Although not a brick-and-mortar organization, providing hospital-level care at home requires replicating patient interactions and experiences across multiple levels, effectively recreating the essential aspects of hospitalization outside the traditional four walls of a hospital.

By leveraging **Azodha's integrated digital enablement platform**, Care2U overcame significant operational challenges, streamlining patient intake, scheduling, telehealth, and care coordination processes. Azodha's unique ability to seamlessly integrate into Care2U's existing systems while offering scalable, configurable solutions resulted in a 20-25% time saving per visit, leading to significant operational cost savings and technology savings of more than 70-80%. This partnership has enabled Care2U to continue growing its innovative, high-intensity, physician-led acute care at home model, improving patient outcomes and achieving an NPS of over 90, while reducing costs for healthcare systems.

## The Customer

**Care2U** offers an innovative model that brings high-intensity, physician-led, at-home care to patients, reducing hospital admissions and providing a cost-effective alternative to emergency department visits. Care2U partners with accountable care organizations (ACOs) and primary care offices, reducing hospital admission costs by 70%. Care2U, along with the **Independent Practice Association of New York (IPA NY)**, has been recognized with the inaugural **Anthem Blue Cross and Blue Shield Innovation in Healthcare Award** for its transformative work to improve health outcomes. Care2U also helps partners meet quality guidelines and reduce medical loss ratios (MLR), based on their population needs, with Medicare patients requiring more intervention compared to commercial patients. This flexible, patient-centered approach allows Care2U to benefit the healthcare system as a whole while improving financial outcomes for its partners and achieving improved patient experiences, with an NPS of over 90.

Care2U has become a leader in this space by integrating technology to improve operational efficiency and adopting innovations that go beyond the capabilities of the existing ecosystem—this is where **Azodha** came into play.

## Care2U's Innovative Model

Care2U's model centers on **value-based care**, delivering acute care services to patients' homes, particularly for conditions such as pneumonia, complicated UTIs, COPD, CHF, and cellulitis. This approach reduces hospital admissions and accelerates patient recovery in the comfort of their own home. While transformative, the success of this model depends on technology for efficient operations and effective coordination, areas where Care2U's existing systems needed enhancements.



## Challenges Faced by Care2U

### Patient Experience &

**Coordination:** Care2U aimed to offer a seamless patient experience in their care delivery model, but their traditional EHR and CRM systems lacked the capabilities to streamline patient intake, onboarding, and scheduling.

### Operational Inefficiencies:

Care2U's existing systems were not optimized for the complex, high-acuity nature of home care. Manual processes for intake, scheduling, and telehealth slowed operations and limited scalability.

### Resource Allocation:

A multidisciplinary team was required for patient care, including the dispatching of clinicians to home settings. Care2U needed greater operational visibility and resource management to reduce delays in patient care.

Care2U's existing technology ecosystem, including its EHR and CRM platforms, provided basic functionality but lacked the flexibility and depth needed for a complex acute care-at-home model. Inefficiencies in patient intake and clinician dispatch impacted daily operations.

## Azodha's Solution

### Addressing Gaps in Traditional Healthcare Systems

Azodha's solution also optimized clinician scheduling and dispatch insights, reducing delays and ensuring the closest, most appropriate clinician could be dispatched to patients in need.



**Beyond Basic EHR, CRM, Scheduling & Telehealth:** Traditional EHR systems are primarily designed for billing and record-keeping. They offer limited operational functionalities, especially in areas like multi-team scheduling, dispatch, hybrid telehealth integration, and real-time care coordination. Azodha provided the operational backbone that standard tools couldn't—enabling seamless workflows to support complex, real-time home care scenarios. With **Azodha**, Care2U was able to digitize patient intake, improving the speed and accuracy of patient registration and reducing intake times by 50%, all while staying compliant with consents and security standards.



**Market Differentiation:** Unlike off-the-shelf solutions that force healthcare providers into rigid workflows, Azodha's platform is modular and highly configurable. This allowed Care2U to tailor and automate specific processes, such as patient intake, clinician dispatch, and telehealth visits, ensuring operational efficiency that was lacking in its previous ecosystem. Additionally, an integrated, white-labeled approach allowed Care2U to differentiate itself while delivering a seamless patient experience.



**Integrated Real-Time Data:** Azodha's platform integrated seamlessly with Care2U's existing tools, including its EHR and CRM, while adding the critical missing piece—real-time operational data. This integration allows for better decision-making, faster response times, and more effective care delivery.



**Scalability and Future-Proofing:** Care2U's growth requires technology that can scale without constant, expensive overhauls. Azodha's solution is designed for scalability and adaptability, enabling Care2U to grow its patient base and services without outgrowing the platform.



**Strategic Design Partner:** Care2U is a tech-enabled care delivery company, not a software developer. Azodha worked collaboratively with Care2U to configure the platform to meet the specific needs of clinicians, physicians, dispatch teams, and intake staff.



## Azodha's Role in Addressing Care2U's Challenges

### Transforming Key Functionalities for Superior Outcomes

Azodha's platform enabled Care2U to achieve operational improvements that were unattainable with existing tools:



#### **Patient Intake and Registration:**

Azodha streamlined the process by automating data collection and integrating with Care2U's EHR, reducing registration time by 50%. This improvement not only saved time but also enhanced the patient experience by offering a seamless, white-labeled Care2U interface.



#### **Telehealth Capabilities:**

Azodha streamlined telehealth workflows, reducing average visit time by 20 minutes. The platform enabled both virtual and hybrid visits, enhancing the patient experience and allowing Care2U to support multiple telehealth scenarios, from pre-visit to post-visit monitoring. This included integration with other tools like direct patient calls, inviting guests and voice translation services to effectively drive integrated care.



#### **Advanced Directives and Care Coordination:**

Azodha facilitated the documentation of advance directives, ensuring better coordination between providers and alignment on patient care plans.



#### **Caregiver Enablement:**

With many elderly patients, Azodha's platform allowed caregivers to securely complete patient enrollment, scheduling, and consent forms, reducing barriers to care for the elderly population.

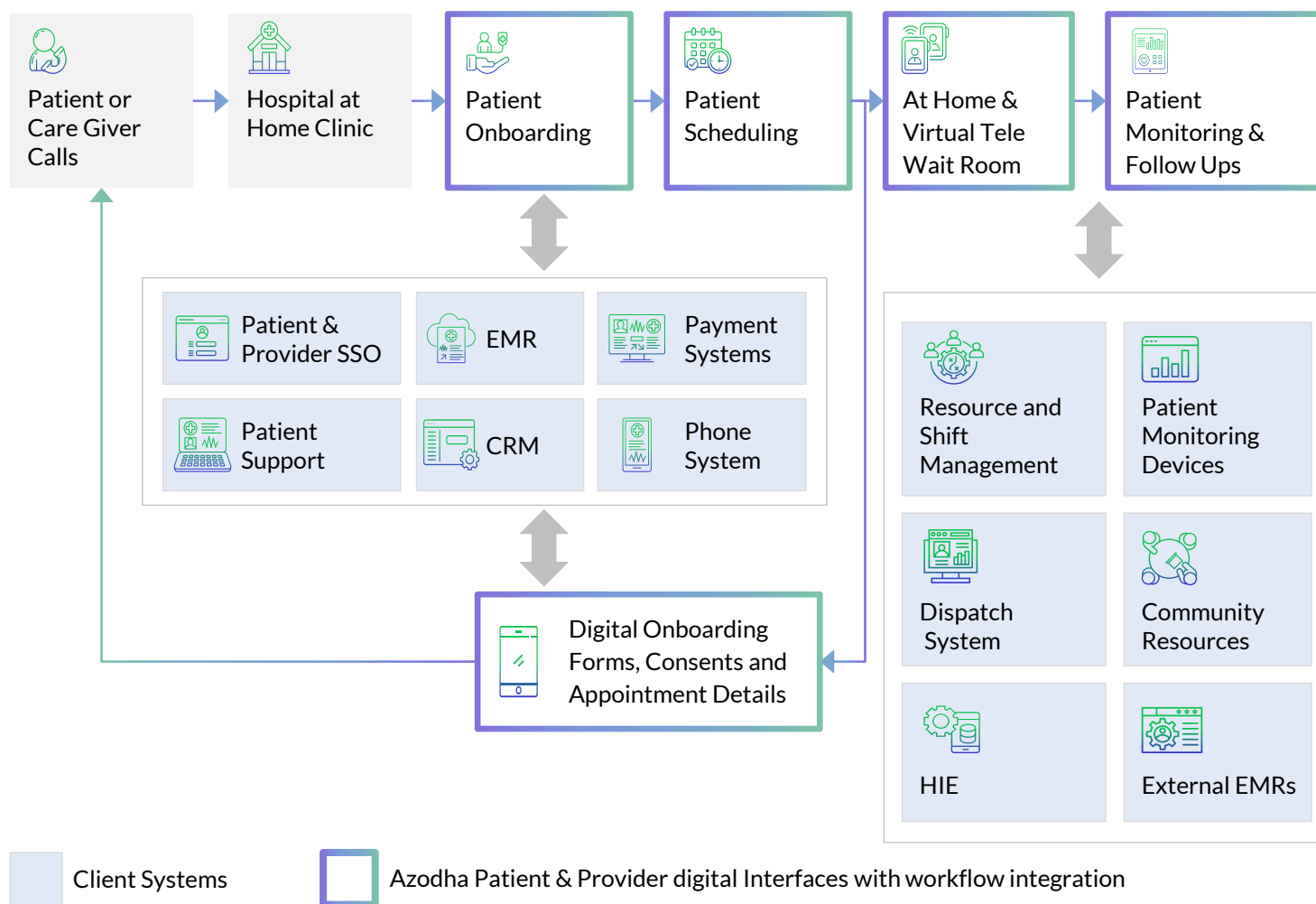


**Clinician Scheduling and Dispatch Insights:** Azodha's platform provides multidisciplinary team scheduling capabilities that allow efficiently managing required resources, their availability to offer streamlined scheduling capabilities for complex home care delivery. Azodha platform provided real-time visibility into clinician availability and patient needs, optimizing scheduling and reducing delays. Patient experience and coordination, often hampered by fragmented data and inefficient communication, was vastly improved through Azodha's platform, which allowed seamless collaboration among clinicians, patients, caregivers, dispatch and the intake team.



## Care2U Case Study : Technology enabled hospital @ home care delivery

Time savings 20 mins per patient per visit



## Impact and Client Outcomes

Care2U manages numerous patients daily, efficiently handling acute care-at-home admissions, follow-ups, and ER diversions. Azodha's platform allows Care2U to deliver high-quality care while reducing costs and improving patient satisfaction. Key outcomes:



**4,837**  
ER visits  
avoided



**6,613**  
hospital  
days saved



**2,600**  
hospital discharges  
managed

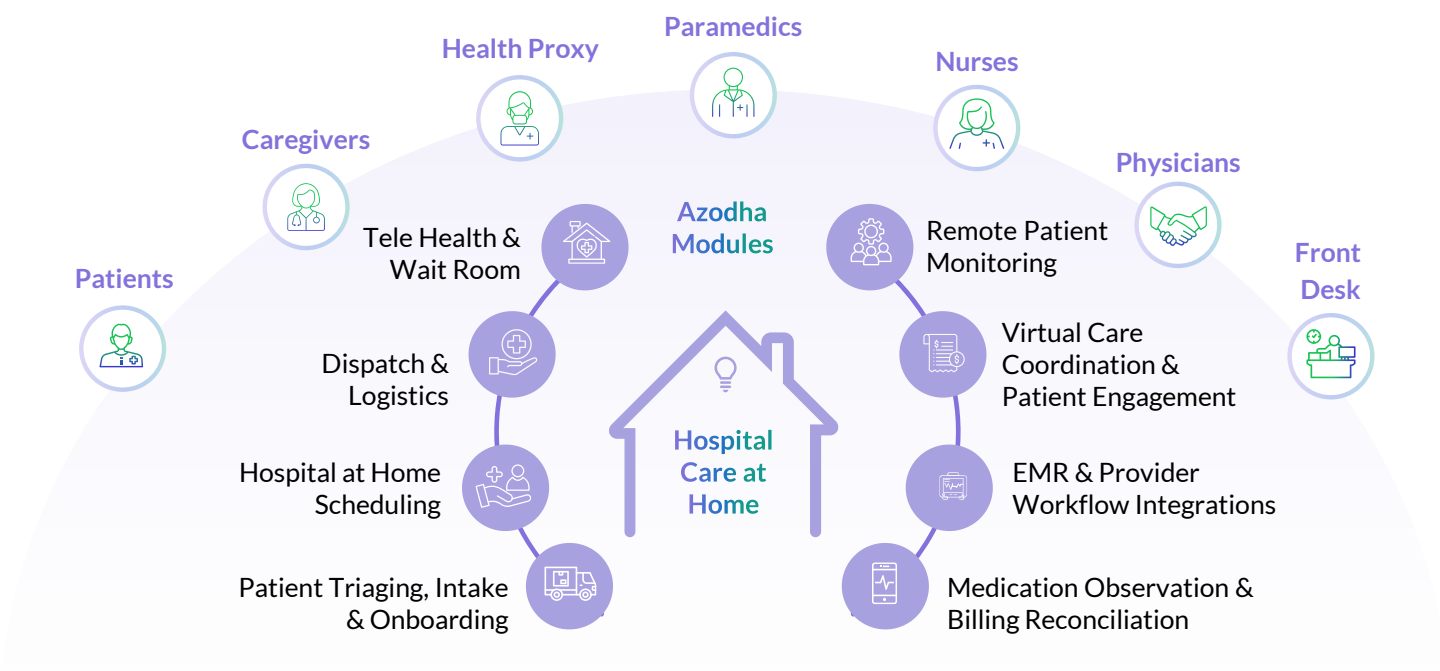


Improved patient  
experience above  
**90 NPS**



## Why Azodha's Unique Approach Makes a Difference

Azodha's platform stands out by offering a level of configuration, operational integration, and scalability that exceeds the capabilities of standard healthcare systems. By addressing Care2U's specific needs with precision, Azodha enabled the organization to operate at higher efficiency, allowing them to scale their unique care model. Moreover, Azodha's continuous technology innovation ensures that Care2U remains competitive in an evolving healthcare environment.



## Opportunities for Growth and Future Potential

While Azodha's platform has significantly transformed Care2U's operations, there are further opportunities for enhancing patient and partner engagement. Future development will focus on features such as patient-reported vital signs, remote monitoring, AI-driven care coordination, and dispatch tracking, all of which will optimize Care2U's ability to improve care outcomes.

## Cost Savings and Scalability

By choosing Azodha's buy-to-build model, Care2U achieved **70-80% technology cost savings**, compared to developing an in-house system or using another vendor **while also reducing operational cost by 20-25%**. These savings, along with Azodha's scalability, allowed Care2U to focus on delivering high-quality care without the burden of an overly expensive tech solution.



## Conclusion

Azodha's solution is not just another platform—it's the operational backbone that enables Care2U to deliver its innovative acute care-at-home model. By addressing inefficiencies in intake, scheduling, telehealth, dispatch, and care coordination, Azodha has allowed Care2U to scale, improve patient outcomes, and reduce costs. As Care2U continues to grow, Azodha's flexible, scalable platform will remain critical to their success in the evolving healthcare landscape.

## Client Testimonial

“Azodha's AI-driven integration platform for acute care at home has been a game-changer for Care2U. Their seamless integration with our systems and digital enablement has greatly enhanced the delivery of our high-acuity at-home care. What truly distinguishes Azodha is their strategic collaboration, innovation, and platform adaptability, significantly improving our patient satisfaction, operational efficiency, and resource optimization. I wholeheartedly endorse Azodha for healthcare organizations aiming to elevate patient experiences, streamline operations, and establish a differentiating market presence.”

**Allen Dine**

VP Operations @Care2U

“As Care2U works to revolutionize the delivery of acute care by reconstructing all of the intricate processes that occur in the hospital to the home environment, we needed a partner that could build a configurable solution that would allow us to optimize workflows and achieve scalability. Azodha has been a fantastic partner by allowing us to incrementally build layer upon layer of technology using its platform to enable our registration, consent, scheduling, dispatch, telehealth and asynchronous communication workflows. Their comprehensive platform and rapid cycle innovation have helped Care2U achieve its vision of being a technology enabled provider of hospital-level care in the home”

**Kevin Munjal**

Chief Medical Officer @Care2U



Using Azodha Platform, democratize technology & AI, enabling innovative care delivery models to improve healthcare outcomes.

### Contact us



[Azodha.com](https://Azodha.com)

Let's get started

