



You deserve a **trusted partner** in the patient discharge process.

Vivia understands that healthcare providers need a dependable partner in the discharge process to deliver quality, patient-centered care that prevents readmissions by producing quality, measurable outcomes.

We are a registered Minority and Woman Owned Business and support some of our partners' most challenging patients, especially in minority and underserved communities, by developing comprehensive care plans that guide preventative care teams and surround patients with a suite of local resources.

Case Management That Produces Results

Our in-house case management process focuses on continuity of care. By allowing your discharge specialists to focus on patients' immediate needs, we enable our partners to:

- Lower 30-day Rehospitalization Rates
- Decrease Inpatient Length of Stay
- Improve Patient Outcomes

**Contact Us Today
to Support Your
Team & Patients**

viviahealth.org

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How It Works

- 1 Healthcare providers partner with Vivia for patient discharge support.
- 2 Our preventative services center acts as the liaison between you and your discharged patients to avoid unnecessary hospitalizations.
- 3 Your discharged patients in need of care are referred to one of our on-call clinicians who, in concert with our case management team, assesses the patient's specific need.
- 4 The patient is connected with the most appropriate care services to avoid a readmission and our case management team plays an active role in maintaining continuity of care.
- 5 Should the patient require a hospital visit, our case management team works with your intake department to obtain immediate services and direct admission.
- 6 Patients interested in direct nursing home admissions will be assessed and referred accordingly, reducing observation hospital unit volumes.
- 7 Vivia coordinates with nursing homes to plan a safe discharge supported by a full care plan.

COMMUNITY RESOURCES

- Housing services and rental assistance programs to decrease homelessness
- Assistance and explanation of insurance application and process for Medicare/Medicaid
- Assistance with SSI/SSDI application and benefits
- Assistance with undocumented individuals seeking civilian services

PRIMARY CARE SERVICES AND MEDICAL NEEDS

- Routine check-ups
- Diagnostic testing
- Medical testing services
- Comprehensive care referrals
- Pain management.
- Preventative screenings (e.g., cholesterol, diabetes, depression, etc.)
- Vaccinations

MENTAL HEALTH ASSISTANCE, COUNSELING AND THERAPY SERVICES

- Licensed social workers and clinical counselors specialized in mental health
- Therapy services (e.g., substance, group / individual / couples counseling, etc.)
- Health and Wellness Coaching
- Medication and Non-Medication-assisted Treatments

Our Beliefs



Healthcare is a basic living need.



Our communities deserve to be educated on available benefits and resources.



Everyone should have a trusted resource for their healthcare questions.

Locations

ROGERS PARK

6303 North Clark Street, Chicago, IL 60660
(773) 293-7599
M - F 9a.m. - 5p.m.

GAGE PARK

3306 West 63rd St., Chicago, IL 60629
(773) 424-8109
M - F 9a.m. - 5p.m.

BUCKTOWN

2409 N. Clybourn Ave., Chicago IL 60614
(773) 661-2425
M - F 9a.m. - 5p.m.