

# Primary Care Practice Scales Care & Improves Patient Engagement with ChronicCareIQ

## Patient Highlight

Home Physicians Group enrolled a **CCM patient** with minimal understanding of his conditions and no familiarity with blood pressure monitoring.

Early detection of negative trends enabled the care team to intervene, **ultimately saving his life with a pacemaker.**

**Steady support and clear guidance after gave the patient confidence** to manage his health, from monitoring vitals to understanding diagnoses and medications.

“Early changes in his vitals let us know to step in. **That intervention led to a pacemaker.** Without it, this likely would’ve escalated into a critical event.”

**Emily Estevez, CMA, Patient Advocate Specialist at Home Physicians Group**



### THE TEAM

**2**

Doctors

**8**

Nurse Practitioners

**25+**

Care Managers

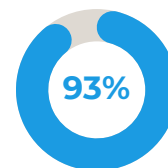
### CODES

**CCM****RPM**

### BY THE NUMBERS

**2,200**

Patients Enrolled in CCM/RPM

Billing Percentage/  
month/avg



## Background

Led by Dr. Gabriel Nuriel, Home Physicians Group serves 5,000+ geriatric patients across 14 central Florida counties with a team of 10 providers.

Care spans primary and specialty services for homebound patients and those in assisted living, independent living, and adult daycare.



## Objective

As enrollment grew, **the limits of their existing platform was exposed**, leaving teams stuck managing patients across multiple systems.

They needed a unified solution that streamlined workflows, integrated with existing systems, and reduced time spent on administrative tasks.

“It's all hands-on deck, everyone uses CCIQ every day. It makes everything a lot more efficient and allows the team to focus more on patient care rather than administrative tracking.”

**Emily Estevez, CMA, Patient Advocate Specialist at Home Physicians Group**



## Challenges

With their previous care management platform, **HPG struggled with:**

- ✗ Lack of integration with the practice's other technologies
- ✗ Organizing and tracking patients appropriately
- ✗ Improving communication with patients
- ✗ Meeting documentation requirements and audit compliance
- ✗ Lack of RPM program

**Their care management program weakened over time because the platform couldn't scale with them, ultimately making daily workflows more complicated.**



## Results with **ChronicCareIQ**

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Home Physicians Group switched to ChronicCareIQ from their previous care management platform, allowing them to organize CCM and RPM in one place, and integrate with existing technologies.

### With ChronicCareIQ, the practice:



Confidently tailored care plans to meet patients' needs and help them better understand and manage their conditions



Captured phone calls thanks to integration with CallerIQ, allowing them to keep their current phone system



Streamlined patient tracking and documentation with everything organized in one platform



Achieved audit compliance, alleviating the stress of having to document elsewhere



Provided patients with consistent communication with care teams



Scaled programs while meeting CCM requirements



Easily obtained patient data through integration with blood pressure, PulseOx, and weight scale devices



With ChronicCareIQ, Home Physicians Group **simplified their CCM program**, improved patient care, and even saved patient lives.



“CCIQ has been great, we feel confident in what we’re doing. It’s allowed us to grow our programs with ease, to meet CCM requirements, and to provide consistent support to our patients”

**Emily Estevez, CMA,  
Patient Advocate Specialist  
at Home Physicians Group**

# Schedule a Demo with us



**Phone**  
855-999-8089



**Website**  
[ChronicCareIQ.com](https://ChronicCareIQ.com)

