



CASE STUDY



# Efficiently Notifying Patients of Negative COVID-19 Test Results

1.5

SECONDS  
to send  
result once  
available

12

MINUTES  
average for  
patients to read  
test results

141%

INCREASE  
in test results  
delivered due  
to automation

32

HOURS SAVED  
each day for  
the care team

## CLINICAL PRIORITY

Carle operates a busy drive through COVID-19 testing site. Their staff was spending a significant amount of time calling patients to notify them of negative test results. Carle wanted to automate this laborious task to improve efficiency and decrease test result notification time.

## APPROACH

In August 2020, Carle collaborated with Twistle to deploy an integrated solution that automatically notifies patients about negative COVID-19 results through a secure text message. When the patient views it, they are prompted to acknowledge the message. Staff can then focus follow up efforts on patients who have not responded to the notification or tested positive.

### ABOUT CARLE

Carle combines clinical care, health insurance, research and academics in a way that solves real-world problems today. Supported by a deep philanthropic spirit with an eye toward the future, they are dedicated to doing what it takes to make life better for as many as possible. Based in Urbana, IL, the vertically integrated health system has more than 9,500 employees in its hospitals, physician group, health plan and associated healthcare businesses.

## RESULTS

More than 450 negative results are delivered automatically each day enabling COVID-19 Nurse Coordinators to focus on patient care. With the addition of Twistle, Carle has:

- Decreased the time to deliver negative COVID test results from 48 hours to 1.5 seconds, on average
- Realized a significant impact on operations:
  - » \$1,116 in labor cost savings per day
  - » 32 hours of staff time saved per day

*“When I asked our staff if removing Twistle tomorrow would be cause for panic, the answer was a resounding yes.”*

Lesly Whitlow, DNP, MBA, RN, Vice President Primary & Ambulatory Care  
CARLE

### ABOUT TWISTLE

Twistle automates patient-centered, HIPAA-compliant communication between care teams and patients to transform the patient experience, drive better outcomes, and reduce costs. Twistle offers “turn-by-turn” guidance to patients as they navigate care journeys before, during, and after a care episode. Patients are engaged in their own care and follow best practices, communicate as needed with their care teams, and realize measurably better outcomes.