

# OptumHealth Decision Support Proven to Help Consumers Take Greater Control of Their Health Care



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WASHINGTON - (Business Wire) OptumHealth reported from the World Health Care Congress today that 87 percent of consumers surveyed after participating in the company's new Decision Support program said they received "meaningful, understandable information" to help them make health care decisions. Ninety-six percent said they were satisfied with the help they received.

Through this personalized service, OptumHealth's registered nurses work one-on-one with consumers to help them identify their health care needs, outline treatment options and assist them in understanding their health care coverage. As a result, the service helps consumers make better-informed decisions about medical conditions where high variability exists in treatment practices, patient outcomes and costs.

"Each consumer has unique needs and preferences for treatment. Our goal is to make it as easy as possible for the consumer to have access to useful information so they can work with their physician and make a well-informed decision," said Rob Webb, CEO of OptumHealth Care Solutions and a presenter during today's World Health Care Congress sessions.

One consumer who used OptumHealth's Decision Support is Rosemary of Tempe, Arizona who was scheduled to have a hysterectomy. "I talked to the Decision Support nurse for about 30 minutes," she said. "She explained the clinical reasons for my surgery and also talked about several possible alternative types of treatment that I could explore. It definitely started me thinking that I needed to do more research on my condition before agreeing to a surgery."

OptumHealth's Decision Support helped Rosemary become more knowledgeable, and made her feel, "empowered to make my own decision about my own body," she said. After further consideration and discussion with her physician, she decided to pursue a course of treatment that does not require surgery.

"My doctor is terrific...but you don't want to keep asking questions because you are conscious of her time and the time of others waiting. Plus, when you're told that you're going to have to have surgery, you don't always think of all the questions you should ask," Rosemary said. "In my case, knowledge gave me the power to make the right decision for myself."

Additional findings from the recent survey of more than 1,338 customers who used OptumHealth's Decision Support program include the following:

- 92 percent agreed that the Decision Support nurse they talked with cared about helping them determine the best treatment options for their individual situation

- 89 percent said they are likely to recommend OptumHealth Decision Support to others
- 87 percent said they are likely going to use the program again

### **About OptumHealth**

As one of the nation's largest health and well-being companies, OptumHealth makes health care easier and better for employers, health plans, public sector entities and the 61 million people with access to its services. The Company's goal is to optimize health, well-being and financial security, while lowering benefit costs and helping consumers make informed decisions about their health through standalone or integrated services. OptumHealth is a division of UnitedHealth Group (NYSE:UNH). More information about OptumHealth can be found at [www.OptumHealth.com](http://www.OptumHealth.com).

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