

Mobile Patient Engagement

Enterprise

Advanced Patient Technology

Patient engagement technology provides an accessible platform for patients to provide data, receive updates, and connect with their healthcare providers.

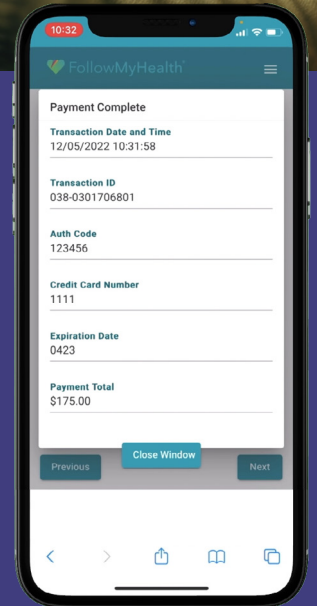
- Improve patient satisfaction and revenue generation
- Streamline the patient experience and drive measurable value
- Eliminates the need for multi-vendor patient engagement approach

Mobile-first solutions reduce administrative tasks such as phone calls, paper usage and manual reminders. Scheduling and cancellations, updating patient information and coverage, sharing patient education materials, and even bill payment can all be done via Veradigm FollowMyHealth mobile technology.

Coupled with PowerBI reporting, clients can see firsthand the direct business impact that a strong, end-to-end patient engagement strategy offers.

WITH VERADIGM FOLLOWMYHEALTH, PATIENTS CAN:

- Save time by filling out and submitting forms before appointments
- Easily view and pay balances and copays
- Schedule appointments 24/7
- Review care summaries and education in a safe, secure environment
- Conveniently be reminded of upcoming appointments
- Receive timely information about schedule changes and overdue appointments
- Sign up to be notified of an earlier appointment
- Provide valuable feedback to their healthcare organization



Industry Driver

Providing understaffed offices with **automated workflows**, simplified check-ins and payment collection options can ease the burden caused by staff shortages. Saving just **one hour a day can result in 30 days** per year of staff time.

Patient Perspective

Patients want to be **in control** of their own information and their own care. Ongoing access to health information and timely notifications are **key success factors** in satisfying this need.

Veradigm FollowMyHealth provides better patient access to consumers

As consumers, patients want to be included in decisions about their health and expect a streamlined, easy way to participate. Most are already using mobile devices in their everyday lives for retail and non-healthcare services and have come to expect this same convenient access when managing personal health activities and information.

Veradigm FollowMyHealth enables important interactions between patients and providers, putting health care access and transparency in the palm of their hands.

Mobile Patient Engagement Features

Online Scheduling

Patients can quickly access 24/7 **self-scheduling** that allows appointment booking based on guidelines configured by the practice. Patients may be presented with options to book specific appointment types, providers or even locations and appointments are seamlessly shown in the practice schedule.

Waitlist

Patients can opt to join a waitlist and be notified via text message should an earlier appointment become available to **help maintain a full schedule**. If the new appointment is accepted, the original time opens, creating a ripple of efficiency as multiple patients move forward in the schedule and receive faster service.

Appointment Confirmations and Reminders

Help keep your schedules filled by sending confirmation text messages on a schedule you determine. Patients may also tap to call and reschedule the appointment. A reminder text message can also be sent automatically to remind the patient of an upcoming visit.

Mobile Check-In with Copay and Balance Collection

Significantly reduce staff and patient time spent during appointment arrival by expediting the check-in process before patients come in. From a text link, patients update demographic and insurance information, complete intake forms, and pay a copay and/or balance...before their visit.

On-Demand Messaging

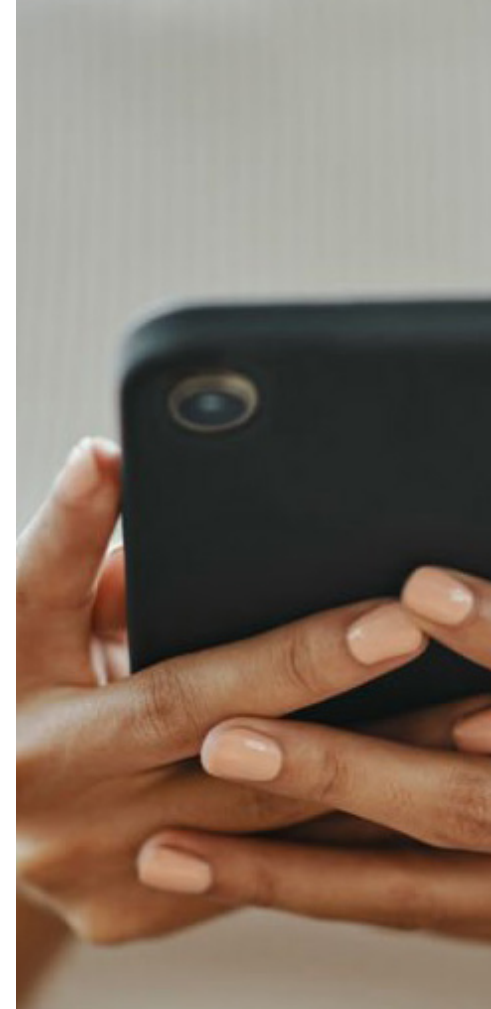
Easily notify patients of a change in schedule or an office closure with just a few steps. Staff can send out a custom text message to make the announcement, or to a specific group of patients with a convenient scheduling link when it is time for a follow-up or annual visit.

Post Care Summaries

Help improve patient outcomes. Patients can review a report of active medical concerns, medications, and care plan directions, right from their mobile device. Once a visit is complete, patients automatically receive a customizable text message with secure link to their care summary. Patient education, based on medications and conditions, can also be included.

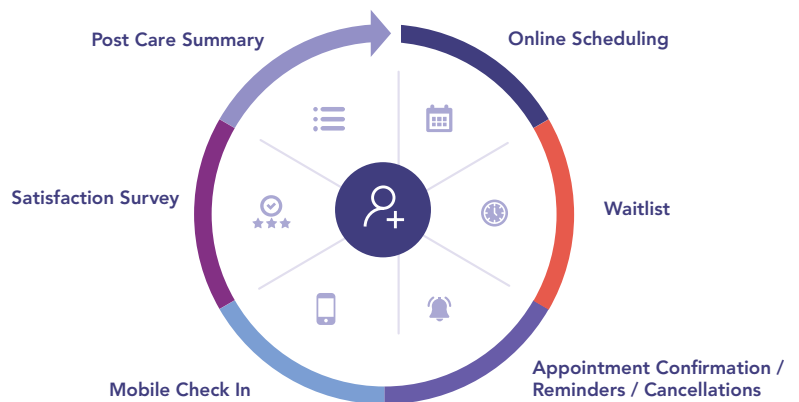
Satisfaction Surveys

Capture important metrics that contribute to operational efficiency as well as identifying trends by provider and location.



Mobile Network Outreach*

- 57M Outreaches
- 18K Self-scheduled Appointments
- 500K Waitlist Patients Outreached
- 45.6M Appointment Confirmations and Reminders
- 1.2M Total Payments



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