



## ENGAGED PATIENTS, PRODUCTIVE STAFF

DELIGHT PATIENT-CONSUMERS & CARE PROVIDERS ALIKE WITH A  
SINGLE PATIENT ENGAGEMENT SOFTWARE TOOLKIT

Over a few short decades, the digital era has transformed virtually every aspect of our lives: how we shop, search information, communicate and bank; our education, travel and entertainment, healthcare delivery – even how we drive. For physicians and administrators in small to large group practices, the impacts reach well beyond technology advances in EHR, online portals, e-prescribing and telemedicine to a deeper, more pervasive trend: the patient-consumer mindset.

Patients' experience with Amazon, Google and a plethora of other online services has colored their expectations in healthcare services as they apply the same online yardstick to interactions with their doctors. The ability to recognize and engage patients as consumers and meet their demanding needs with leading-edge tools is key to private practice success in today's digital world.

Working closely with both patient consumers and independent practices over the past decade, we uncovered key insights into the way effective patient engagement tools simultaneously create a personalized patient experience and unify staff workflow to help scale single provider and practices with high levels of automation. For example, our robust patient portal gives patients the freedom of self-help, bill-pay, refills, lab results, scheduling, onboarding forms and messaging while eliminating many staff manual operations and follow-ups. Providers and staff use intuitive tools to manage communications, online reputation, reminders, telemedicine visits and visit feedback surveys. This comprehensive patient engagement toolset is designed to deliver the best of both digital worlds.

Achieving a balance of highly effective automation and highly personalized patient-consumer touch requires a carefully selected bundle of integrated patient engagement technology tools. To help you navigate the vetting process, we've summarized key decision points and corresponding technology solutions, that when personalized to your practice's unique needs, will help move your patient-consumers' experience to the next level – and healthcare outcomes.

KEY PATIENT ENGAGEMENT ISSUES	ADVANCEDMD TECHNOLOGY SOLUTIONS	FRUSTRATING GAPS	ADVANCEDMD SOLUTIONS
<p><b>Telemedicine</b> Simple for patients and providers to use; seamless with all other automation systems.</p>	<p><b>Telemedicine</b> is seamlessly integrated with charting, billing, scheduling and appointment reminders. Simple one-click access for maximum patient engagement. A highly effective way to expand your reach and add another revenue stream without taking on additional overhead.</p> <p><b>Online Self-service Scheduling</b> or traditional staff-managed scheduling automatically triggers reminders with telemedicine access and login information.</p>	<p><b>Eliminate Paper, Clipboard &amp; Check-in Delays</b> Capture form information and signatures without paper or lengthy delays.</p>	<p><b>Patient Kiosk</b> eliminates paper and clipboard check-in for a faster, more convenient patient experience. If a patient arrives without having completed forms online, they can complete in-office paperwork electronically in your waiting room on an iPad. Automation loads completed content into the patient chart electronically and alerts your clinical staff.</p>
<p><b>Online Reputation</b> Improve practice online reputation and patient reviews.</p>	<p><b>Reputation Management</b> can automatically send patients review requests to boost online ratings, and feedback surveys to understand patient perceptions in order to improve overall patient experience and opinion.</p>	<p><b>Reduce No-shows &amp; Missed Revenue</b> Simple system that reduces no-shows without taxing staff.</p>	<p><b>Automated Appointment Reminders</b> can be set to automatically remind patients of upcoming appointments via text or email, and in multiple languages. Frequency is configurable to days or hours prior to visit time. Scheduling link can be included for self-serve rescheduling.</p>
<p><b>Online Payments &amp; Statements</b> Simple, intuitive way for patients to check their account and make payments without chewing up staff time.</p>	<p><b>ePayments</b> is a suite of online patient payment solutions offering patients unprecedented access and control of their financial account, including statements, outstanding balance, multiple payment options, credit card on file and responsible party splits, to name just a few.</p> <p><b>Time-saving Automation Features</b> include automatic payment posting, automated multilingual reminders, real-time balances and an intuitive patient interface reduce staff manual processes and patient questions/ phone call intervention.</p>	<p><b>Reduce Insurance Eligibility Issues</b> Remove the awkward and complex insurance issues that disrupt a smooth patient check-out experience and payment.</p>	<p><b>Automated Insurance Eligibility Check</b> electronically verifies insurance eligibility for each patient on the schedule 24 hours prior to the visit – as well as on-demand – including telemedicine. Problems are flagged in advance, and the patient is automatically alerted via text or email and encouraged to resolve the issue directly with the office.</p>
<p><b>Patient Online Access</b> Connect patients to key personal health information, self-serve financial accounts, schedule management, and practice communications.</p>	<p><b>Patient Portal</b> is a convenient, intuitive online portal that helps your patients schedule appointments (including telemedicine visits), request prescription renewals, pay bills, message your providers or even chat with you in real time. They can also receive patient education, various notifications and check their lab test results.</p>	<p><b>Quality of Care Improvement</b> Automated system for follow-ups, screening reminders, and other important protocol-related updates.</p>	<p><b>Automated Health Alerts</b> can be set for particular patient populations to remind or encourage them to schedule screening tests, follow-ups or updated protocols.</p>
<p><b>Patient Messaging</b> Efficiently message general office information and targeted communications to specific patient populations.</p>	<p><b>Patient Messaging</b> allows you to efficiently communicate key general office information such as schedule updates, new locations, new providers and payment methods. Or, send specific messages to target groups of patients, such as active/inactive status, geography, diagnosis code, birthday/ age and insurance.</p>		
<p><b>Patient Intake Process</b> Streamline intake form filling and captured data distribution process.</p>	<p>Automated Patient Intake assigns intake and consent forms to a patient's portal and sends an alert for them to complete the forms prior to an office or telemedicine visit. Automated reminders keep them on track without staff intervention. Completed information is automatically available in the EHR and practice management systems in real time. Send intake with or without an appointment.</p>		



## Telemedicine

*Subject*  
Arches Wellness Center Appointment

Merge Fields Edit Insert Eng

Formats B I [Text Formatting Icons]

<<PT\_NAME>>

This is a reminder for your appointment on <<APPT\_DATETIME>>.

Please contact our office at 801855 8888 if you need to change or update your appointment.

*Subject*  
La visita venidera

Merge Fields Edit Insert Spa

Formats B I [Text Formatting Icons]

Querremos recordarle a su cita que viene en <<APPT\_DATE>> al <<APPT\_TIME>>.

## Messaging & Reminders

Patient Forms		
Form Name	Status	Action
Demographics Form	✓	Submitted
Consent to Treatment	✓	Saved
Consent to Treatment	✓	Saved
Adult History	✓	Submitted
Consent to Treatment	✓	Submitted
Adult History	✓	Submitted

## Check-in Kiosk (Mobile)

Access Your Account Information

**BERN, MARC**  
5/18/1977  
125  
2795 COTTONWOOD PK  
WY  
SALT LAKE CITY, UT  
84121  
☎ (801) 455-1255

Balance  
\$81.50

Next Appointment  
09/22/2020 01:00 PM

Last Appointment  
09/18/2020 01:00 PM

Reminders

No Health Watcher Items Found

**Ask a Question**  
Send a message to the office staff for medical or billing questions.

**Request Appointments**  
Make an appointment with one of our providers for a sick visit or physical.

**Request Refills**  
Request a medication refill and view current medications and dosages.

**Pay My Bill**  
Pay your account balance online using your credit or debit card.

**View Records**  
View or download your medical records.

## Online Portal

9 / 22 / 2020

S	M	T	W	T	F	S
			1	2	3	4
	6	7	8	9	10	11
	13	14	15	16	17	18
	20	21	22	23	24	25
	27	28	29	30		

### September 22, 2020

*Times available on this day*

- 9:45 AM
- 10:00 AM
- 10:15 AM
- 10:30 AM
- 10:45 AM
- 11:00 AM
- 11:15 AM

All times are MST (Mountain Standard Time)

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## Self-service Scheduling

**Consent to Treatment** Close D

I hereby give my permission for **ARCHES MEDICAL CENTER** (the Practice) to give me medical treatment.

I allow the Practice to file for insurance benefits to pay for the care I receive.

I understand that:

- the Practice will have to send my medical record information to my insurance company.
- I must pay my share of the costs.
- I must pay for the cost of these services if my insurance does not pay or I do not have insurance.

I understand:

- I have the right to refuse any procedure or treatment.
- I have the right to discuss all medical treatments with my provider.

Clear

Signature of Patient or Legal Guardian

Check here if you are not the patient. What is your relationship to the patient?

## Consent & Intake Forms