Service Excellence for the **21st Century Empowered Patient**

MEDITECH EXPANSE

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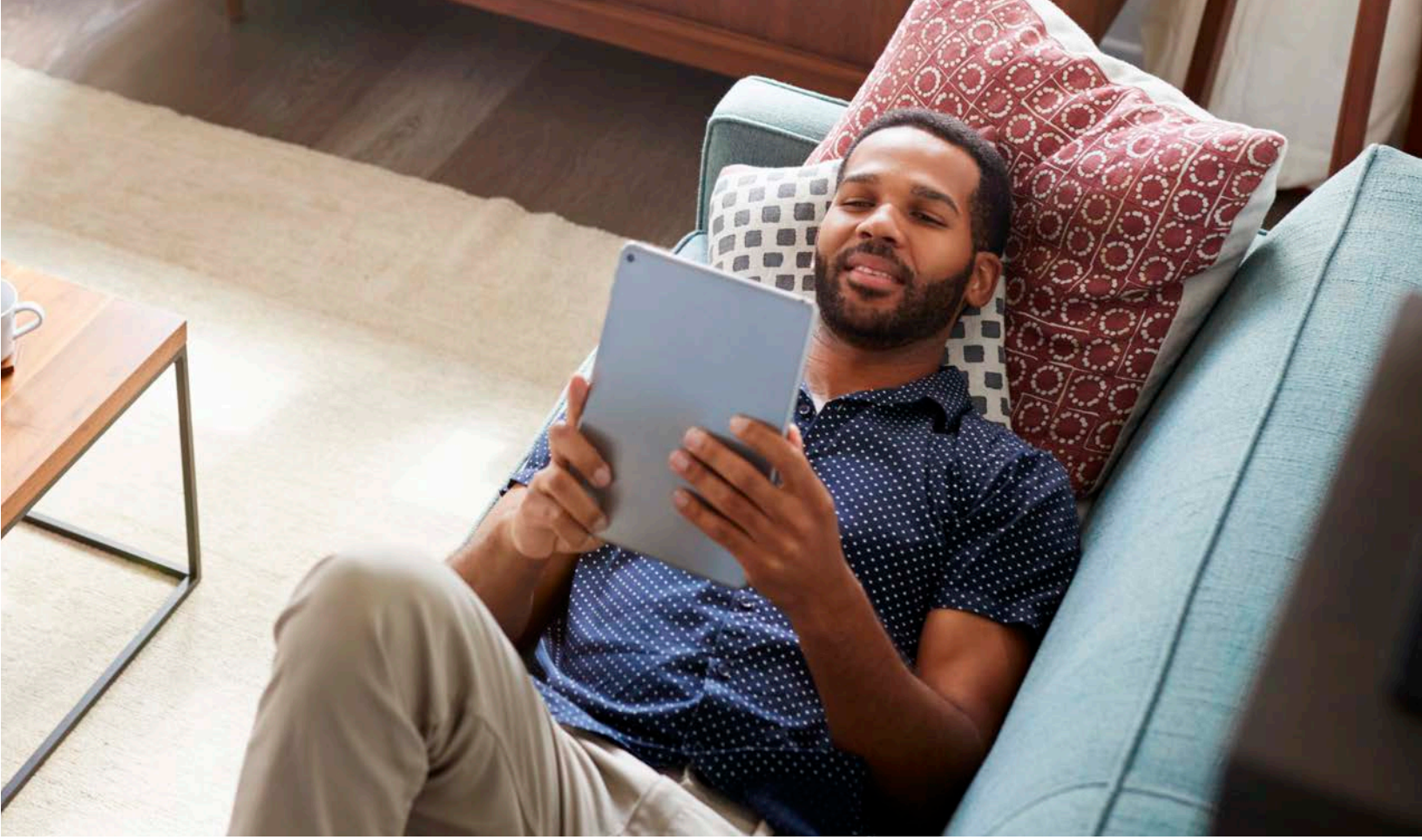
MEDITECH



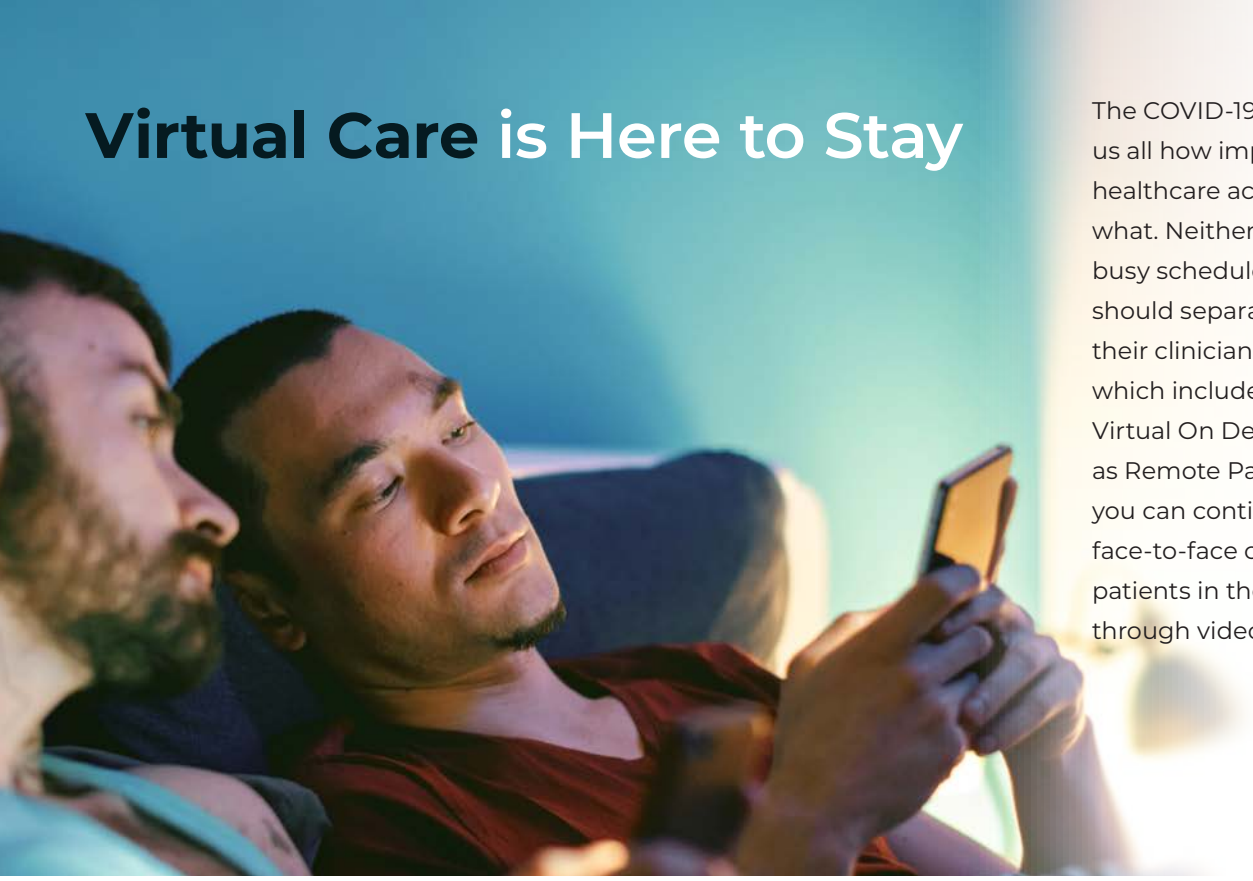
The heart and soul of any practice? Its patients.

There is no more important member of the care team than the patient. But to compete with the hectic pace of everyday life, healthcare must become as quick and convenient for your community as other on-demand industries, like retail and banking.

Today we are seeing how mobile devices can transform the patient experience, by opening the door to digitally delivered care. Digital-first consumer services give your community the convenience of staying connected to their clinicians and the associated healthcare organization in the manner they prefer, through technology they already use every day. It no longer takes substantial time to request prescription refills, contact providers, or see the latest test results — just a couple of taps or clicks. And for providers, engaging patients in this way helps to facilitate higher patient volumes with fewer no-shows as well as prompt payment of medical bills without incurring high costs for administrative staffing.

Healthcare consumers want choice. Patients want care. And providers want efficiency. See how you can deliver all three with MEDITECH's Expanse Patient Engagement solutions.

Virtual Care is Here to Stay



The COVID-19 pandemic showed us all how important it is to make healthcare accessible, no matter what. Neither lack of transportation, busy schedules, or even a pandemic should separate a patient from their clinician. With Virtual Care — which includes Virtual Visits and Virtual On Demand Care — as well as Remote Patient Monitoring, you can continue to offer personal face-to-face connections to patients in their home or anywhere through video conferencing.

Virtual Visits

Patients can request convenient Virtual Visits during those times when office appointments are unnecessary. Using MEDITECH's Patient and Consumer Health Portal, they can choose a time for the visit, complete pre-registration, update their medications and allergies, and fill out a simple COVID-19 pre-screening questionnaire. They join right from the portal on the date and time of their visit and wait in a virtual waiting room until their provider joins and starts the appointment.

A multi-participant option grants patients the ability to add another user to the visit and lets healthcare organizations add a translator or consulting provider as needed.

It is easy for clinicians to administer a virtual visit because this solution is plugged directly into the MEDITECH Expanse Ambulatory workflow to allow full access to EHR data. Physicians can easily do the following:

- Review the latest results with patients
- Place necessary orders
- Document in real time.

Providers also can choose their virtual availability so that they can build these visits into their regular schedules.

"We recently fast-tracked the Virtual Visit functionality. In literally a matter of days, I was doing Virtual Visits on a cardiac transplant patient and a kidney transplant patient recovering from prostate cancer surgery."

Doug Kanis, DO
Pella Regional Health Center
Pella, IA

"Now we have integrated ambulatory video visits up in Expanse. The EMR does instantaneous registration, spawns the visit documentation, and establishes the bidirectional video link. The remarkable thing is, it only took a week to set up."

William Dailey, MD, MS, MSMI, CMI
Golden Valley Memorial Healthcare
Clinton, MO

Expanse Virtual On Demand Care

Demand and awareness for telehealth services have never been higher. Now is the time to build on the momentum of patients embracing telemedicine, grow your business, and build a loyal patient base. With Expanse Virtual On Demand Care, you can serve patients with urgent medical needs anytime and anywhere with an internet connection, no appointment required.

Offering on demand care can help attract new patients who will eventually seek out in-person care at your organization.

New patients can easily onboard from a link on your website — using a laptop, desktop, or smartphone with a video camera and an updated web browser. Each new user is automatically enrolled in the patient portal, so they are connected to your organization going forward.

As with Virtual Visits, providers can manage their Virtual On Demand Care patients using familiar Expanse workflows. Easy-to-navigate wait queues, as well as patient information, are provided before each visit begins. Providers can also quickly document the visit and order necessary tests, follow-ups, and prescriptions. Administrative tools assist with setting up the program and check-in items, managing provider sign-in/out, and reporting.

Remote Patient Monitoring

Get a clear view of a patient's health, even from a distance. Remote patient monitoring (RPM) brings healthcare home through API integration with wearable health and medical devices — including activity monitors, pedometers, weight scales, blood pressure cuffs, heart rate monitors, and blood glucose meters. MEDITECH's partnerships with Validic, Raziel Health, and ACS MediHealth provide additional data integration, as well as device procurement and support. Patients may also enter their data manually.

Once patient data is transmitted securely via the device, results are available in MEDITECH's Patient and Consumer Health Portal.

Meanwhile, providers can review data directly in the EHR. For chronic disease management, data from remote monitoring devices are integrated within MEDITECH's Case Management and Ambulatory Registries, so that care managers can support patients' efforts to manage their conditions.

"Our patients have found the devices very easy to operate, and they can immediately track their results on the MEDITECH patient portal. Clinicians have real-time information available in the EHR and can take immediate action — such as changing meds or bringing patients in for emergency appointments — if they see abnormal vitals coming in."

Keith Willey, CIO
Val Verde Regional Medical Center
Del Rio, TX

Inform, Engage, and Empower

Patient Portal and MHealth App

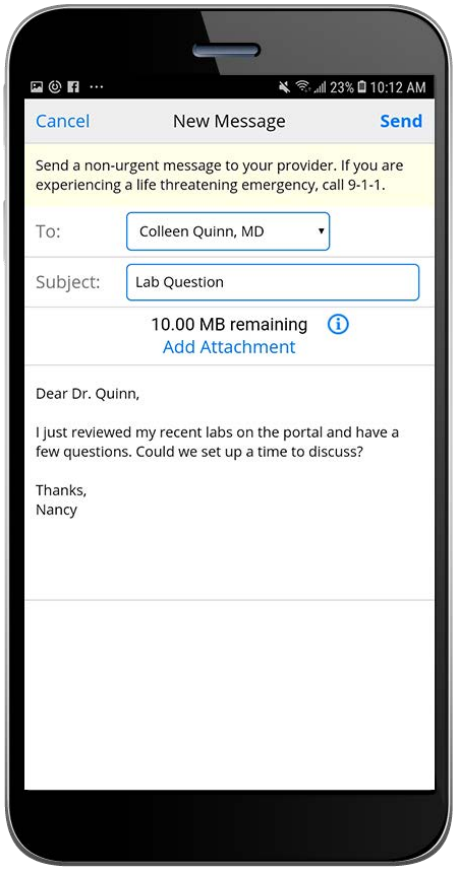
Empowered patients need two things to take control of their health: open and transparent communication with providers, and access to their own medical records. Your patients can do both through the Patient and Consumer Health Portal and/or the MHealth app.

MEDITECH has already connected millions of patients to their care providers worldwide. With our patient portal — also available in French and Spanish — users can securely:

- Communicate with their provider through private messaging
- Receive timely test results as they're available
- Access their health records
- Request prescription renewals
- Review upcoming appointments
- Request or schedule new appointments.

Accessible health records within the patient portal can help you champion patient education, encourage patient autonomy, and even lower your staff administration costs. With the passage of the 21st Century Cares Act, consumers also have mandated patient portal access to their doctor's notes, including consultations, imaging and lab data, physical exam recommendations, and documentation through OpenNotes.

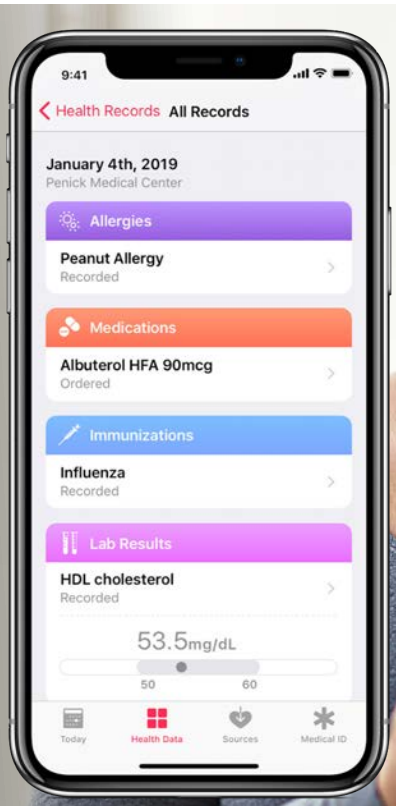
As we shine a light on the disparities of modern healthcare equity, OpenNotes can be an effective tool in supporting typically underserved patient populations.



Health Records on iPhone®

Patients can access their Health Records on iPhone® in a secure and easy-to-understand format in their phone's Health app with aggregated data from participating organizations and EHRs. And with Apple's fall 2021 iOS 15 release, U.S. customers can offer patients the option to share records and other health information stored in the Health app directly with care providers. Now consumers can take their health information wherever they go.

In addition, Health Records on iPhone uses the same authentication and login credentials as your patient portal, so it's easy to encourage portal use at the same time.



"PATIENT-IFY" Your Practice

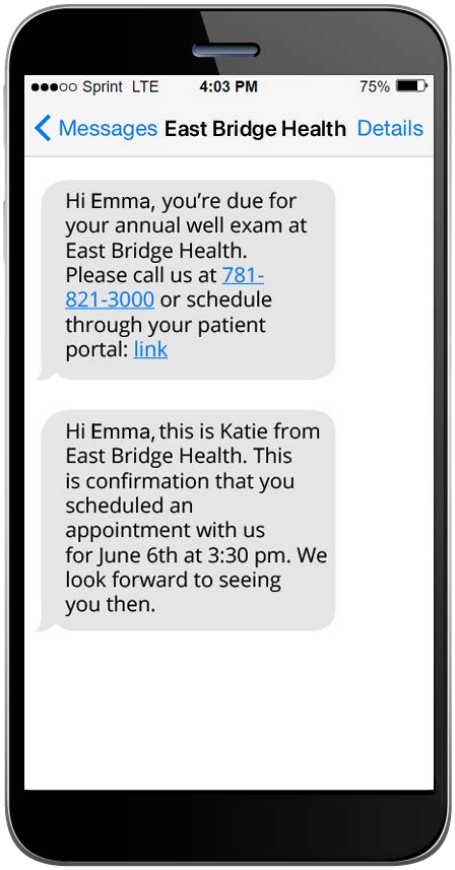
A study published by The National Partnership for Women and Families concluded that when patients have access to their online health information, 86% use it.

One-stop access tools that make it easy to manage care can facilitate more shared decision making between providers and patients, as well as families. A patient or loved one's diagnosis can often be a maze of specialists, referrals, lab results, and imaging tests. Readily accessing that information in a centralized space is one less impediment as they work in partnership to succeed in their care plan. Enrolled portal users can also choose to share access with a family member or caregiver.

Expanse Patient Connect

With Expanse Patient Connect, a MEDITECH Cloud Platform service, you can build a community of engaged, loyal consumers — while also increasing your organizational efficiency via a modern, web-based solution.

"Close the last mile" to patients wherever they are, with automated and proactive communication through their preferred channel, including text, email, and phone. Expanse Patient Connect uses your EHR appointment data to send routine appointment reminders and follow-up messages in 19 different languages. Improve your bottom line by making your staff more efficient, as well as reducing appointment no-shows.



How will delivering a patient-centric care experience boost your practice?

By looking at the example of scheduling and pre-registering for an appointment, it's clear how focusing on patient engagement can benefit both patients and staff.

	Benefits to Patient	Benefits to Staff
1 Patient schedules an appointment directly through MEDITECH's Patient and Consumer Health Portal.	Private (no need to find a quiet place where you won't be overheard) Quick (no long hold times on the phone) Easy (design is intuitive, and appointment can be made outside of business hours)	Increases efficiency (can accomplish more tasks when not tied to the phone lines) Appointment gaps are quickly filled. Can provide a better patient experience to in-office guests
2 Patient pre-registers for their appointment through MEDITECH's Patient and Consumer Health Portal by submitting insurance information and pre-filling questionnaires.	Convenient (can be done at a time that's easiest for them) Information is centralized (once submitted, patient won't have to duplicate data at multiple providers)	Reduced transcription errors (patient has already updated medication, allergy, and insurance information) Clinicians have a complete patient history available **before** the first visit — whether it's virtual or in-person. Fewer no-shows and lost revenue through automated appointment reminders, instructions, and follow-up messages in 19 languages from Expanse Patient Connect
3 Patient arrives at medical office and initiates contactless self check-in.	Scannable QR code streamlines the check-in process Reduced wait time (no standing in line and patient has already completed remaining questionnaires and paid co-pay)	Increases staff efficiency and improves throughput in the office Keeps practical health and safety precautions in place

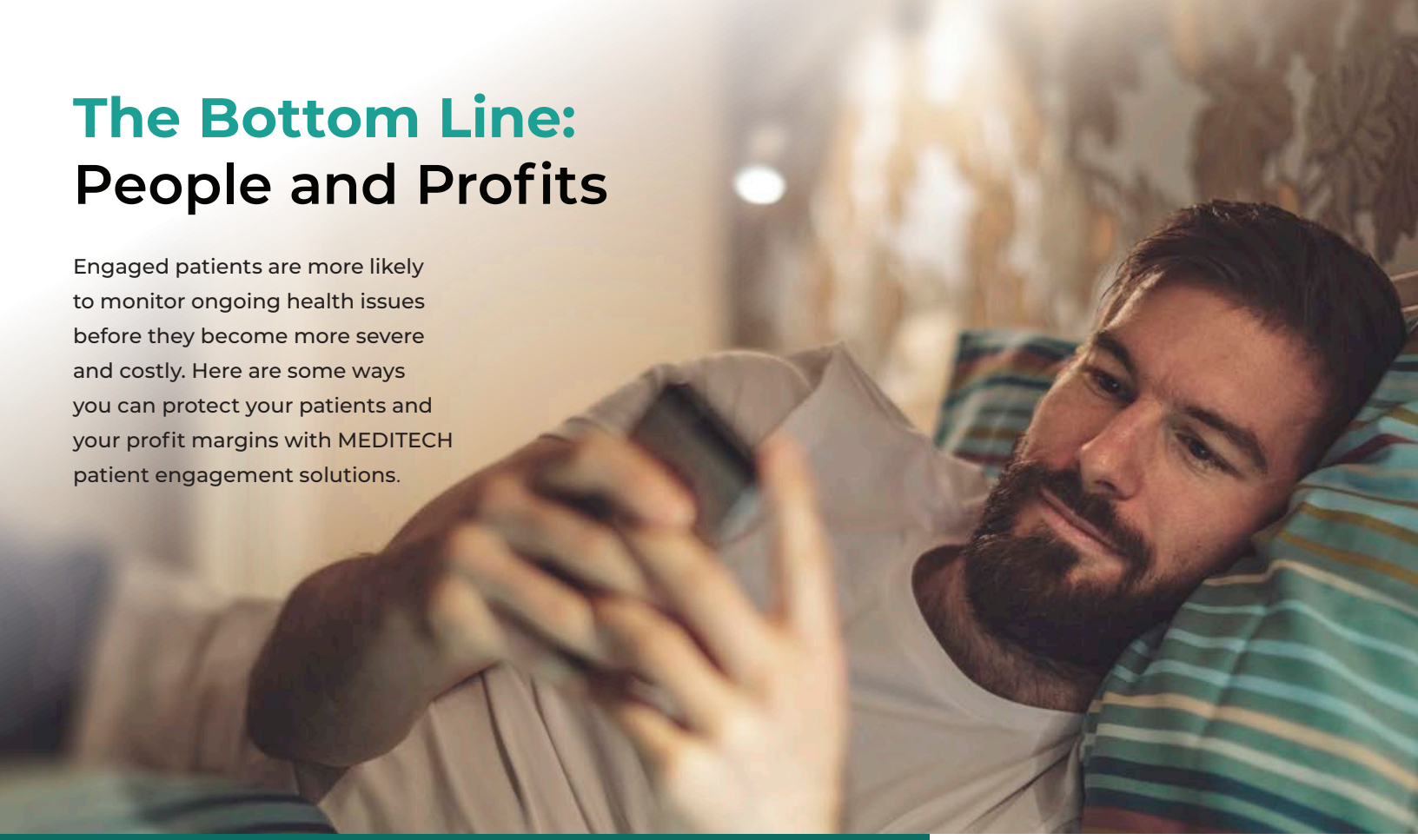
"By empowering patients to directly book their own COVID-19 vaccinations in our MEDITECH patient portal, we've saved our scheduling staff countless hours, freed up our phone lines, and provided our patients with the convenience of scheduling a time that works best for them. And since patient portal users are already in our system, we have all the context we need on our patients to verify their information and ensure their eligibility."

Clark Averill
Director of Information Technology
St. Luke's Hospital
Duluth, MN

"By having our patients use MEDITECH patient portal questionnaires to enter COVID-19 screening and consent information, we're able to save our staff approximately 15 minutes per instance over traditional phone screening. And patients love the convenience of submitting on their own time. It's a win-win for everyone."

Kimberly McCarty
IT Applications Supervisor
Lincoln Surgical Hospital
Lincoln, NE

The Bottom Line: People and Profits



Engaged patients are more likely to monitor ongoing health issues before they become more severe and costly. Here are some ways you can protect your patients and your profit margins with MEDITECH patient engagement solutions.

Find new revenue streams

The convenience of **virtual care** reduces the rate of no-shows. And **Expanse Patient Connect** takes your efforts one step further by automating communications that will help to remind patients of their upcoming appointments.

On-demand telehealth has become a mainstream choice for consumers to save them time and money. Offering virtual health incentivizes patients to stay in-network and attracts new patients.

Give patients a simple way to pay

With **online bill pay**, patients can manage financial responsibility for themselves and their families. Portal users receive a single, accurate, and timely billing statement. When billing is convenient, easy to access and understand, you get paid sooner.

Succeed at value-based care

Informing, engaging, and empowering patients through the **broad spectrum of tools** MEDITECH offers ultimately improves patient compliance, ensuring the best possible outcomes.

Anticipating patients' needs and responding with proactive outreach, familiar technology, and convenient, accessible care unlocks the incremental value of lifetime (and even generational) patient loyalty. Remember, engaged patients are more apt to stay with your organization because you've worked together to maintain and improve their health.

Patients have more expanded choices to care than ever. Cut through the noise and create impactful, long-lasting relationships with your patients by keeping them engaged through all stages of their care.

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