# Health Myself Feature Benefits Overview

# E-Booking

* **Reduce phone call volume** and **save administrative staff valuable time** by automating the patient scheduling process.
* **Optimize your schedule** using booking rules that determine what kinds of appointments can be booked at specific times and how far in advance.
* **Improve patient access and satisfaction** by allowing patients to conveniently self-book appointments 24/7 without being rushed through the process by busy staff members.
* **Provide context-specific care delivery** by making condition-specific appointments available to corresponding patient cohorts, and by customizing appointments using descriptions, sub-categories of appointments, alerts, messages etc.

# Email/SMS/Voice Appointment Reminders

* **Significantly decrease no shows** and **reduce time consuming phone calls.**
* **Ensure patients arrive on-time and prepared** with specific, customizable reminder content for each appointment type.
* **Improve appointment status visibility** directly in the EMR by allowing patients to “confirm” appointments from reminders.

# Secure Messaging

* **Engage with patients and improve the overall quality and clarity of communication.**
* **Keep more complete and accurate patient records** by automatically logging patient communications directly in their EMR chart.
* **Eliminate phone tag and improve care delivery** through controlled asynchronous bidirectional communication with patients.
* **Improve communication flow at the clinic** by assigning conversations to individual team members or workgroups, while including internal comments.

# Broadcasts

* **Increase clinical communication capacity** and **keep patients informed** through regular email, secure notification and portal broadcasts; customize broadcasts using images, HTML, links, patient education documents, call-to-action buttons etc.
* **Improve program uptake/awareness and outcomes through health promotion and patient education** by using broadcasts that can be customized for specific patient cohorts.

E-Forms

* **Free up valuable time** by digitizing forms**; improve accuracy of clinical data collection** by having patients complete e-forms electronically in the comfort of their own homes or on clinic provided tablets.
* **Improve care delivery** by using appointment and context-specific forms that patients can complete while e-booking, as part of a reminder or secure message, or during the appointment check-in process.
* **Save time and keep accurate records** by automatically logging patients’ form responses directly in their EMR chart without any manual intervention from staff.

Check-In

* **Avoid a congested waiting room** by allowing patients to self-check in for appointments using a check in email, a QR code/link displayed at the clinic, or a tablet/iPad, which accordingly changes the appointment status in the EMR.
* **Free up valuable staff time** by allowing patients to update demographics and complete appointment-specific tasks e.g. forms as part of self check-in**.**
* **Keep patients informed and promote programs** by displaying customizable messages, clinic updates etc. throughout the check-in process.

# Connections

* **Improve access and convenience for caregivers** by allowing them to access features of Health Myself on behalf of their dependents.

# Comprehensive Solution

* Modular features cater to an a la carte style deployment. Features can be used together simultaneously or can be enabled on an individual basis when ready.
* Integrative components such as e-forms within e-booking or e-forms within messaging work seamlessly together.
* Highly configurable features allow flexibility with implementation to meet specific requirements of the clinic and individual providers.