Health Myself Feature Overview

E-Booking

Integration with EMR

* E-booking through the Portal syncs with the EMR, so that any appointment (regardless of the method of booking) is displayed both in the EMR and the Portal.
* Appointments can be set to be triaged (i.e. requests can be approved or declined by the clinic). This is indicated directly in the EMR.
* Appointments entered into the EMR will be synced to the Portal and a new appointment notification will be sent to the patient.
* Appointments cancelled in the EMR by the clinic will be marked as cancelled in the Portal.

Patient Access and Flow

* Patients can be guided through the booking process by descriptions, sub-categories of appointments, alerts and messages.
* Patients only see appointment start times that are available to be e-booked. They do not see any other part of the EMR or its schedule.
* When an appointment is approved, the patient receives a confirmation email.
* Patients can view and manage their upcoming appointments.
* Patients can be prompted to provide reasoning for cancellations.

Customization

* Providers can choose which and how many appointment types they’d like to make available for e-booking.
* Reasons and additional details can be required or optional for the patients. Character limits can be set for patients providing reasons for bookings.
* Appointments can be set to be triaged by the clinic before an approval of the request is sent to the patient. The patient can receive the confirmation at the time of booking or at the time of approval.
* Additional locations can be set up if a provider works out of more than one.
* Cancellation policies can be enforced by setting a minimum number of hours before which the patient must notify the clinic of a cancellation.
* Schedules can be grouped if they are shared by multiple providers. In such a case, patients would book with whichever provider is available (e.g. for an After Hours clinic)
* Multi-bookings can be enabled, which can allow several patients to book the same time slot (e.g. for flu shot clinics or group classes)
* Settings are customizable on a clinic-wide, provider, appointment type and patient basis.

Control

* Rules can be set that govern when and how an appointment is able to be booked by patients. For example, a Regular Appointment can be set to be booked 3 months out and taken offline the day before. An Urgent Appointment can be set to only be booked the day of the appointment.
* Booking can be blocked in certain scenarios. For example, if a patient tries to book an urgent appointment because they are experiencing chest pain/dizziness, the system can display a customizable message informing them to obtain emergency care.
* The Portal can be set up so that patients can book with multiple providers. Different appointments can be booked with different providers as well. For example, the system can be set up so a patient can only book a general/regular appointment with their primary provider and an immunization only with a nurse.
* Appointments can be made available specific to patients and patient groups based on conditions and comorbidities by creating custom patient groups.
* The Portal can be configured to allow a maximum number of upcoming appointments for a patient. This can be adjusted as per different providers’ or schedule requirements.

Video Appointments

* Video appointments use Health Myself’s Appointment/E-booking feature.
* Clinics can book video appointments FOR patients in the EMR, or patients can be allowed to e-book video appointments through the Portal as well.
* Patients only need an email address and do not have to be registered for a Health Myself account for a provider to engage in a video appointment with them.
* When a video appointment is booked for a patient, the Portal will automatically send them an email with the appointment details. If the appointment is well into the future, the patient will also receive a reminder for this video appointment. These emails will contain a Join Video Call button/link that will become active at the time of the appointment as well as a link that allows the patient to test their browser compatibility.
* At the time of the appointment, if the patient is not there, the provider can send a one-time reminder to the patient letting them know that they are waiting for them. When the patient has arrived, the provider is informed.
* The provider and patient can use the live chat function to engage before the video appointment even begins as well as during the appointment.
* When the appointment is done, the start time, end time, duration and video chat transcript can be downloaded to the patient’s chart with one click.
* Neither patient, nor provider, need to download any special software to engage in video appointments.

Appointment Reminders

For clarity, “appointment reminders” refer to a communication directed towards a patient to remind them of an already booked appointment.

* Reminders are automatic and can be customized on a clinic-wide, schedule-specific, appointment-specific and patient-specific basis.
* Reminders can be sent and appointments can be confirmed by patients via Email, SMS and voice call.
* Multiple reminders can be configured for a single appointment type. For example, for an annual physical exam that is booked several months away, the Portal can send out a reminder a month before and then another reminder one or two days before the appointment.
* Patients can confirm appointments directly through the reminder email which will accordingly change the appointment status in the EMR.
* Reminders can be customized on multiple levels with forms, alerts, links, images, attachments etc.
* Reminders can be sent to patients who are NOT registered with the Health Myself Portal. Settings can be configured so that any patient who has an appointment in the EMR will receive a reminder regardless of their registration status in the Portal.
* When patients confirm an appointment via a reminder, the appointment status is updated in the EMR automatically.
* Reminders can be turned off for certain appointments while staying enabled for others.

Secure Messaging

Provider-Initiated

* Providers or clinic staff can always message patients on an individual basis.
* When sending patients a message, providers can include attachments and e-forms.
* The sender can set themselves to be notified if the patient does not read the message within a customizable time range. In this case, the Portal will alert the provider to follow up with the patient.
* Patient permissions can be customized specific to individual conversations including the ability to respond and attach files.
* For more urgent matters, patients can be **requested** to respond to a message by setting a customizable “deadline”. If the patient does not respond before this deadline, the Portal will send them an additional alert stating that the clinic is waiting for the patient’s response.
* Providers/clinics have visibility into when patients view messages.

Patient-Initiated

* All patients or certain groups of patients can be allowed to initiate conversations. For example, patients can engage with a physician or “workgroups” that can have customized names/titles (e.g. Reception, Nurses, Diabetes Program etc). These providers or workgroups can either just send out messages or allow patients to initiate conversations with them as well- this is customizable for each individual provider/workgroup.
* When triaging inquiries or responding to patients, providers (e.g. administrative staff) can assign conversations to others (e.g a physician) or workgroups (e.g. Nurses) in the Portal and include comments as part of the assigning process. The comments download as “internal notes”
* Disclaimers and guidelines can be posted directly on the messaging page for patients to outline rules, etiquette, and provide guidelines and FAQs regarding messaging.

EMR Integration

* With Health Myself’s EMR integration, patient charts can be updated to include a transcript of the conversation automatically, without any manual involvement by staff.

Broadcasts

The broadcasts feature allows the clinic to communicate with patients on a group/mass basis.

* There are 3 types of broadcasts:

1. Regular Email: can be used for non-personal health related communication such as pandemic-related updates, office alerts, program promotion, newsletters. Regular email broadcasts can be sent to any/all patients that have an email in their chart. A test email can be sent before initiating an email broadcast to patients.
2. Secure Notification: for communications that may have personal health information associated, for example, preventative care, drug recalls etc.
3. Portal Broadcast: displayed directly in the patients’ Portal accounts. There can be multiple broadcasts on multiple pages at any given time. The broadcast content can be adjusted; these changes take effect for patients immediately.

* Broadcasts can be customized using images, HTML, can include links, patient education documents, call-to-action buttons.
* Broadcasts can be customized for specific patient groups. For example, you could use a program promotion (e.g. Diabetes, Smoking Cessation) broadcast and target patients with the respective conditions/comorbidities.
* Clinic has visibility into Broadcast Engagement: you can see how many/which patients have viewed the broadcast

E-Forms

Free up valuable time and resources by digitizing forms the patients can complete in the comfort of their homes on their devices

* Clinics will have access to Health Myself's library/collection of popular forms. They can use forms from the library, modify them or create their own forms. Health Myself can also develop forms for clinics.
* E-forms allow application of logic and rules to automatically display additional questions or forms based on a patients’ previous responses to questions.
* E-forms can automatically generate scores based on a patient's answers.
* The e-forms feature is integrated with several other Health Myself functionalities. For example, patients can be required to fill out a form as part of e-booking an appointment. Providers could send an e-form as part of a secure message. An e-form can be sent to a patient on a one-time as needed basis as well.
* Easily push a form to a tablet/iPad that the patient can complete while they wait for their appointment.

EMR Integration

* Form responses can be pushed to the patients’ charts automatically upon completion or they can be reviewed by clinic staff/providers beforehand. This can be customized for each e-form.

Check-In

Avoid a congested waiting room and free up valuable time for staff by allowing patients to self-check in for appointments.

* There are various ways patients can check-in that account for the clinic’s and patients’ needs:
* A. Patients can check in using their smartphones via an email they’d receive the day of their appointment. When they arrive at the clinic, the system can geolocate them using their device.
* B. Patients can scan a QR code that would be displayed at the clinic.
* C. Patients can check in using tablets/iPads present at the clinic.
* Patients can update their demographics as part of the check-in process.
* Display customizable messages, clinic updates etc. at the beginning and end of the check-in process.
* Tasks, for example, e-forms can be attached to the check-in process which can be customized specific to appointment types.

EMR Integration

* Changes in the appointment status in the EMR indicate that a patient has “arrived” or completed the check-in process.
* As patients update demographics during check-in, the changes can be pushed directly to their EMR chart demographics.

Patient Management

The control always rests with the clinic in terms of how patients interact with the clinic using the Portal.

* Deactivating a patient account allows the clinic to completely restrict a patient’s access.
* Clinic has visibility into all notifications/emails that have been sent to patients
* Clinic has visibility into activity log for patients

Connections

* Health Myself has a Connections functionality, which allows caregivers to care for dependents after a verification and consent process. For example, parents can connect to their children (minors) and manage their care through the Portal. Caregivers could also include individuals who care for adult patients, for example older adults. A caregiver may or may not be a patient at the clinic themselves. Clinics can connect adult patients to their caregivers and designate whether the caregiver can manage communications and/or appointments for the patient.

Complete Solution

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