MEDITECH
EXPANSE

Patient Connect
Updates

As part of our efforts to improve communication efficiency between health systems and patients, MEDITECH has recently released **several new features for Expanse Patient Connect.** Among the changes include texting in over 100 languages, as well as the incorporation of cutting-edge AI technology to assist in messaging. The following is a list of recent enhancements, with additional features coming soon.

AI-Powered Patient Communication Enhancements

Staff AI Co-pilot

This assistive functionality increases the efficiency of composing messages to patients by:

- Translating messages to and from patients in their preferred language.
- Shortening messages.
- Summarizing historical conversations.

Flows Agents

Multi-step conversation templates with natural language understanding for:

- No-show workflows.
- Satisfaction surveys.
- Pre- and post-appointment instructions.

Next Best Action

Home page with next best action recommendations to provide suggestions for potential improvements to optimize practice workflows.

Analytics Enhancements

- In-app embedded analytics.
- Unified patient messaging history: See a historical view of patient messages sent and received via SMS.

Portal and Registry Notifications

- All notifications currently sent through the patient portal can also now be sent to the patient via SMS with Expanse Patient Connect.
- Enhanced care management workflows now support sending patient SMS notifications directly from patient registries.

Features Coming Soon

- Guest users will have the ability to access SMS messaging for:
  - Text-to-pay
  - Virtual on-demand care
  - Pre-registration
  - Questionnaires
  - Check-in
- Multi-step self-rescheduling workflows provide patients with options to reschedule canceled appointments.