

MEDITECH's TELEHEALTH APPROACH



How technology can scale physician outreach and improve patient engagement and outcomes.

****Note:** The functionality described below is available in MEDITECH Expand.

Healthcare organizations are now facing a rapidly expanding ecosystem centered around digital health and mobile devices. Increasingly, patient care is taking place wherever the patient happens to be, with convenience being a core value for healthcare consumers. As new outcomes-based care models emerge, connecting with—and gathering data directly from—patients using mobile devices/apps is key to delivering the most complete care, for the best patient outcomes.

MEDITECH's telehealth solutions are helping providers to proactively manage patient relationships, while empowering patients to take a more active, guided role in their own health—and ultimately improving satisfaction and outcomes in the process.

Virtual visits foster digital and mobile patient engagement.

Patients want access to their providers and information from wherever they are. MEDITECH brings a new level of convenience and access to patient care by integrating virtual visits to improve

patient-provider communication. By feeling more connected to care teams, patients report higher satisfaction levels and may be more engaged in self-managing their conditions. Virtual visits also open up appointment flexibility for homebound patients, those living a long distance from their providers, or those with transportation insecurity, helping them seek treatment faster.

Virtual visits are available via the Patient and Consumer Health Portal and MHealth—our mobile app is the gateway to the Portal and fully supports virtual visit functionality. Patients will be able to schedule their visits, verify demographics, pay any necessary fees, respond to pre-visit questionnaires, and launch the visits—all from within their patient portals.

Virtual visit functionality is carefully engineered into ambulatory workflow, allowing providers to conduct the visit while also interacting with the patient's EHR. This enables the provider to review the latest results with the patient, as well as place necessary orders and document the visit in real time. Providers decide when they are available for video visits and can build the visits into their schedules.

Providers at healthcare organizations who do not use Ambulatory can also leverage MEDITECH's virtual visit functionality with access to a list of patients scheduled for virtual visits available via a URL.

Bring urgent care to your patients with Virtual On Demand Care.

When people are so busy balancing the ongoing demands of everyday life — work, caring for family, and taking care of themselves — they want immediate access to care when an urgent health issue arises.

At times like these, consumers and patients are often faced with a choice: an expensive (and sometimes unnecessary) emergency room visit, travel to a retail urgent care facility, or long waits to see their PCP. MEDITECH Virtual On Demand Care provides a convenient, and often less costly, solution that allows patients to receive immediate care within the organization they know and trust. Virtual On Demand Care also offers consumers who've never been seen before in your health system, access to immediate care via your website, opening the virtual door to new patients and revenue streams.

Virtual On Demand Care is fully embedded into your existing Expanse Acute, Ambulatory, and Emergency workflows, taking the guesswork out of providers having to learn new functionality. Providers can quickly document, order, and perform other tasks in real time during these patient encounters, which are often shorter than traditional in-person visits.

Virtual Visits and Virtual On Demand Care are included in MEDITECH's Expanse Virtual Care solution.

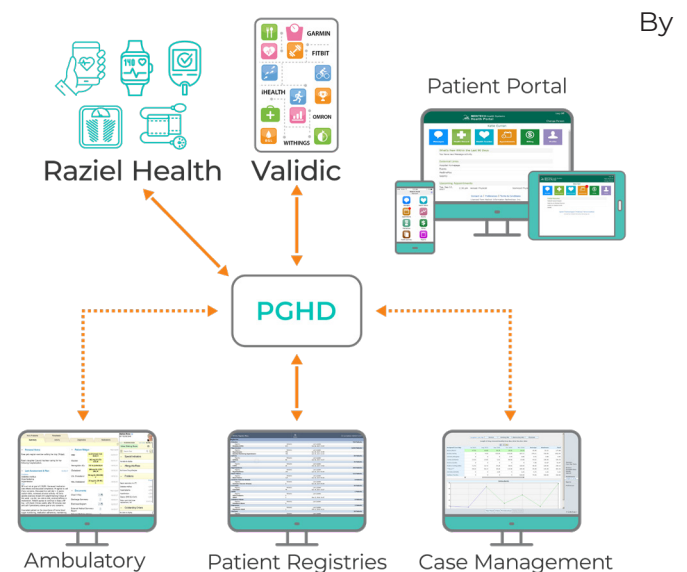
Remote patient monitoring improves engagement and outcomes.

Integration of patient-generated data is the first step toward a truly collaborative health record. MEDITECH uses APIs to integrate with a variety of personal health devices and medical device kits such as activity monitors, pedometers, weight scales, blood pressure cuffs, heart rate monitors, blood glucose meters, and more. This functionality is available through collaborative relationships with Validic and Raziel Health for data integration, as well



as ACS MediHealth for device procurement and support. Patients may also manually enter data.

Once remote patient monitoring (RPM) data is captured in MEDITECH's Patient and Consumer Health Portal, patients can view and trend their data from multiple devices, as well as use this information to pursue their individual wellness goals.



feeding data from wellness trackers and home monitoring devices into the patient's EHR, MEDITECH gives providers the information they need to assist patients with their health maintenance on a more consistent basis.

This is real-world interoperability in action, for your patients' benefit. RPM data is accessible in the EHR for care providers to view through personalized widget displays, which are available in several MEDITECH applications including Ambulatory and ED within the Expanse platform. Should a monitored patient present in the ED, a care provider can see fluctuations in measurements taken from these devices.

Patient Registries combine data from wearables and remote monitoring devices with data captured across MEDITECH to provide a more complete patient story. Dynamic lists synthesize all of this information, and stratify patients based on conditions (e.g., hypertension or diabetes) or other health factors—such as overdue immunizations or elapsed time between wellness visits or preventive screenings. By identifying at-risk or high-cost patients, chronic disease trends, gaps in care, and overdue health maintenance, clinicians can take immediate action at the first sign of trouble.

With Patient Registries, case managers, health coaches, and other clinicians can identify at-risk patients and support them as they continue to manage their own care at home. Clinicians

By being more connected to their care teams, patients often report higher satisfaction levels and can be more closely engaged in self-managing their conditions.

Patient Registries, available within MEDITECH's Expanse Care Compass, can help your organization promote wellness and take a more proactive approach to disease management.

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can determine who they're accountable for and coordinate the appropriate interventions, place orders, manage calls, schedule visits, or send messages to the patient's portal, all from just one screen.

Questionnaires save valuable time for providers and their patients.

Patients also have access to complete pre-visit questionnaires through the Portal. Customized ambulatory patient questionnaires allow patients to conveniently share relevant, up-to-date information with their providers prior to their visit. Providers can review and discuss key questions during the visit, improving quality of care.

Telehealth Home Connect improves the lives of homebound patients.

For patients who need to receive care in their homes, MEDITECH's Home Care solution also includes an interoperable telehealth feature. Organizations using our Telehealth Home Connect solution can integrate with remote monitoring devices from Raziel Health to receive real-time updates of patient-submitted vital signs. Patients' vitals are monitored centrally via our Telehealth Home Connect Triage page and/or individually within each patient chart. As MEDITECH provides a single EHR across home, acute, and practice settings, patient-entered data is accessible for all clinicians across the continuum.

Today, healthcare organizations and providers benefit from including patients as equal partners in their care. Tracking health data between office visits helps clinicians to identify trends, encourage healthy lifestyles, and react quickly to potentially dangerous conditions. With MEDITECH's interoperable telehealth capabilities, you and your patients will be more informed, engaged, and connected than ever before.



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