

# MEDITECH

## Expanse Virtual Care

Providing a new level of convenience and access to patient care.



Whether on demand or by appointment, Expanse Virtual Care can bring a new level of convenience and access into your EHR and patient portal. Expanse Virtual Care improves patient-provider communication by removing physical barriers and enabling providers to deliver safe, timely care where and when it's needed. Your healthcare system can also reduce costs and open up new revenue streams by providing a convenient option for those in your community seeking timely access to care.

Connecting with the patient in a meaningful way has never been more important, as the industry shifts to value-based care and consumers are looking for more control over how they spend their healthcare dollars. With Expanse Virtual Care, patients no longer have to delay treatment or wait anxiously to have their questions answered. All they need is their web-based device of choice.

### **Give patients what they want: More face-to-face time with providers**

Patients want flexible, convenient access to their providers from wherever they are. And those who feel they have a genuine connection with their providers are apt to be more engaged with their own care and wellness for the long haul. Virtual visits enable stronger patient-provider relationships for everyone and provide an ideal and convenient option for patients who:



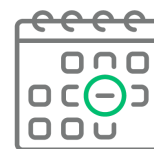
**Are high risk**



**Live a long distance from their physician**



**Are homebound or face transportation insecurity**



**Need convenient options due to work childcare, or elder care**

From within MyHeathHub and MHealth app — also available in French and Spanish — patients can schedule their visits, verify demographics, pay any necessary fees, respond to pre-visit questionnaires, and launch the visits. Virtual visit functionality is carefully engineered into MEDITECH's Expanse Ambulatory workflow so that providers can conduct the visit while also interacting with the patient's EHR. This enables the provider to review the latest results with the patient, place necessary orders, and document the visit in real time. Providers decide when they are available for virtual 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.

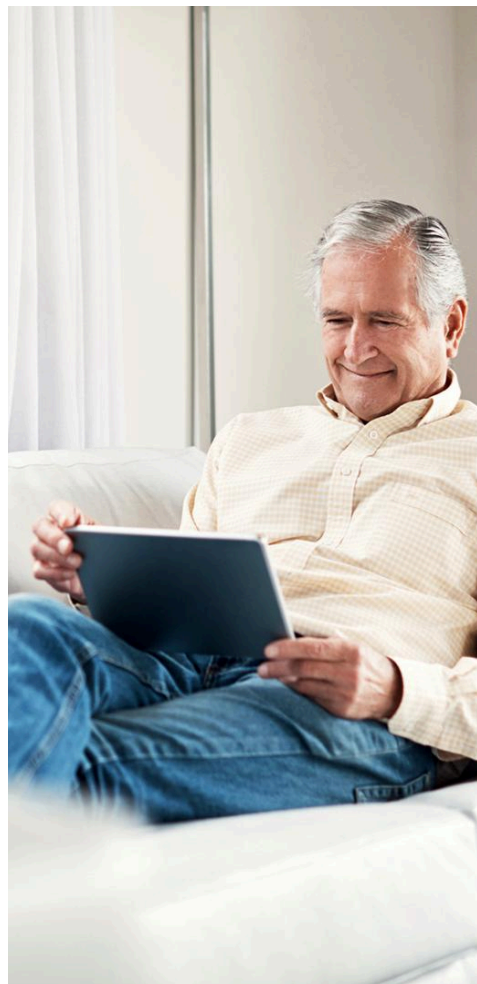
## Virtual On Demand Care: No appointment needed, just a connection

Virtual On Demand Care lets you extend your Expanse Virtual Care solution to offer convenient, high-quality urgent care to your entire community — including those who have yet to be seen at your organization. By adding Virtual On Demand Care to your Expanse Emergency, Ambulatory, and Acute platforms, you can attract new patients to your organization who will eventually seek out in-person care.

- New patients onboard from a link on your website and start the visit using a laptop, desktop, or smartphone with a video camera and an updated web browser.
- Registering for a virtual visit on demand automatically enrolls them in the patient portal.
- New and current patients access Virtual On Demand Care via the MyHeathHub or the MHealth app.
- Patients pay any necessary fees, answer pre-visit questionnaires, sign consent forms, and enter the queue to see the next available provider.

Now, consumers and patients alike can avoid costly emergency room visits, unnecessary travel to a retail urgent care clinic, or extended wait times to see their own PCP for minor illnesses and injuries.

Providers manage their Virtual On Demand Care patients using familiar Expanse workflows. An easy sign in/out routine displays patients in the wait queue, as well as each patient's information and reason for visit, before they launch into a virtual visit. Providers can also easily document the visit, as well as order necessary tests, follow-ups, and prescriptions. A suite of administrative tools assist with setting up your Virtual On Demand Care program times, creating check-in items, managing provider sign-in/out, and reporting.



"I did a virtual visit with a patient on their bulldozer at work. It took me a few minutes to realize that he was not at home, so I asked him and he flipped his camera and showed me the work site. It made me realize that he would have probably had to take a half day off to see me. We had a great visit and the in-person visit would have added very little."

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