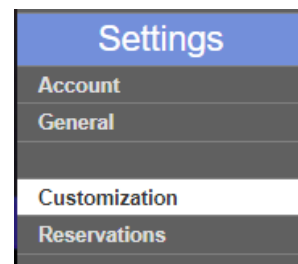


HostConcepts® Curbside Care Patient Management Custom Message Set-Up

1. Log in at www.hostconcepts.com
2. Enter your client ID and Password to access the administrative panel. *New HostConcepts users' password and client ID are the same. After logging in you can reset your password in settings.*



3. HostConcepts' default text messages and your company name are activated when you sign up. If you would like to create custom text messages, please follow the steps below:

- a. Go to SETTINGS
- b. Select CUSTOMIZATION
- c. Substitute WAIT LIST ADD GUEST (Patient) default message with a customized message. This is the text notification that your patients will receive when they are added to the wait list.

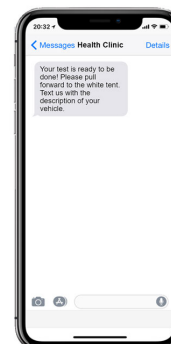
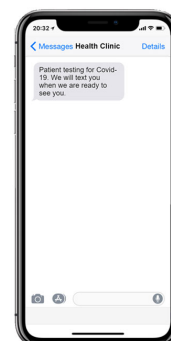
Suggested Message:

You have been added to the wait for care. We will text you when we are ready to see you.

- d. Substitute your PAGE GUEST (Patient) default message with your customized message. This is the text notification you will send when you are ready for the patient.

Suggested Message:

We are ready to see you and provide care. Please pull forward to the nurse's station.



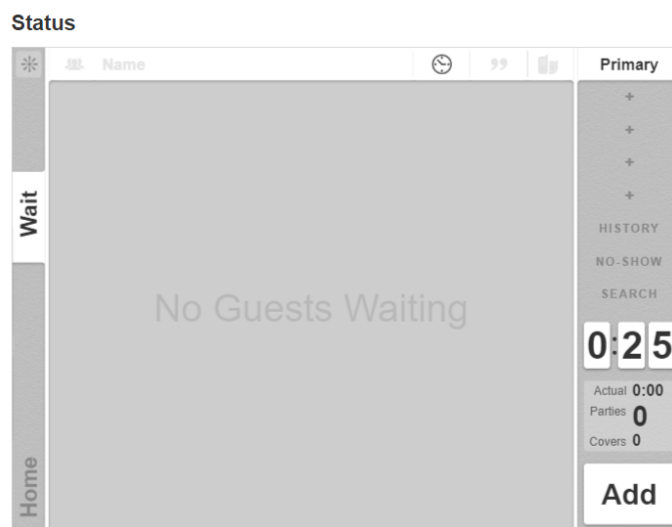
4. Be sure to click Save

Save Settings

HostConcepts® Curbside Care Patient Management User Instructions

Start the Curbside Patient Visit

1. Select Wait Tab
2. Set Wait Time
This is the estimated time the staff needs to take each test.
3. Click “Add” to add the Patient information



Add Guest Information:

1. Add Number in Party (you can choose to track the number of tests or number of patients in the vehicle)
2. Enter Cell Number
3. Enter Patient’s Name
4. Enter the Test Phase Associated with this Patient (Ex. Symptom Evaluation, Pre-Screen, High Risk)



Step 4



Step 5



Step 6



Step 7

You and your patient are now set to receive notifications for the testing process!

Patient Text Notifications

- Patients will receive your customized text message with instructions and how to identify themselves upon arrival.
- Staff may also send a text to a patient that is not showing checked in as “arrived” when their testing procedure is ready to be done.

Curbside Care Tracking & Staff Notifications:

- Easily Identify when your staff is approaching a quoted test time (yellow)
- Easily Identify when your staff has exceeded a quoted test time (red)
- Staff receives notification when the Patient has arrived for test

Test is Complete

1. Once your patient has arrived and they are seeing a medical professional, click the green arrow.
2. Select “Complete” to clear the patient from the list and send the entry to history

