



# Patient & Family Engagement



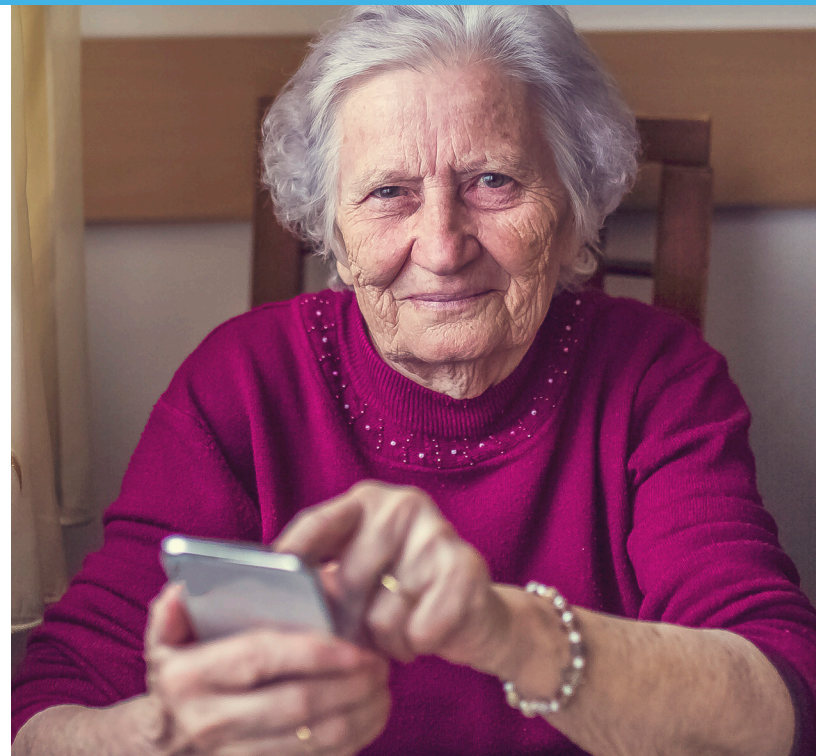
## Interactive, Real-Time Conversations

Reach patients where they are, their mobile devices, with Telmediq's scheduled and real-time patient communications. Text-based mobile communication helps bypass phone tag between patient and provider, initiating an interactive, real-time conversation to improve care and reduce healthcare costs. And since most text messages are read within two minutes of receipt, patients have the option to pick up the phone immediately.

Patients can receive **automated messages** with wellness coaching, procedure instructions, appointment reminders and the option to request a personal conversation to answer any questions. Reach out to populations of patients with wellness information or updates in case of delays or weather-related closures.

Reduce healthcare staffing costs by automating initial touch points such as day-of-procedure information, preventative campaigns, and appointment reminders, with the option to capture interactions to the patient record. Integration with on-call schedules triggers customized auto-responders to let patients know when to expect a response when a clinician is unavailable.

Telmediq offers **patients the ability to connect with clinicians** where and when they need it, improving time to care and reducing admissions.



**“** In the past, case workers would spend countless hours simply trying to get clients on the phone by sending letters or leaving voicemails – often with no response. Now ... many clients respond within minutes of receiving a personalized message.”

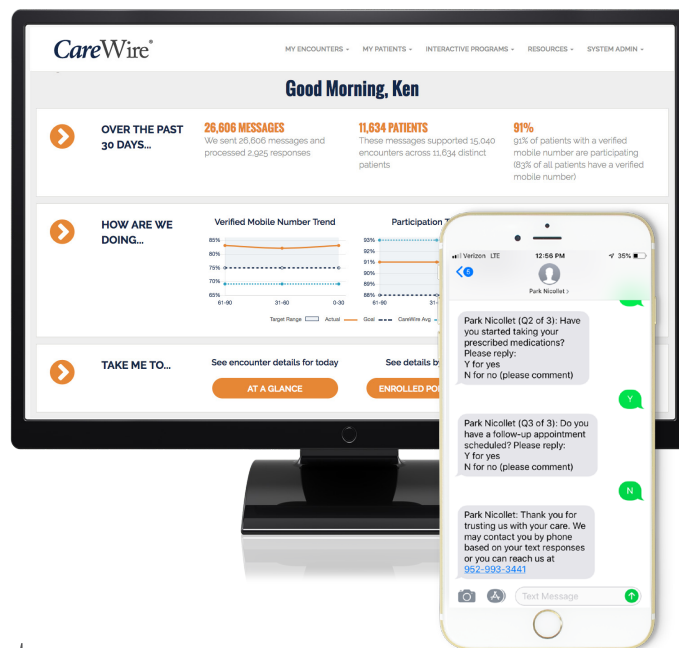
— Deb Holmgren  
President, Portico



# High Engagement Rates

Typically, 85% of patients can be reached immediately upon go-live, with no apps to download or passwords to remember. Basic information is shared via text, and if further conversation is required, patients are directed to a secure web application for HIPAA-compliant messaging.

It is important to reach as many individuals as possible regardless of socioeconomic status or age. The solution has interacted with millions of patients across all demographic bands and socioeconomic statuses and has delivered exceptional results regardless of where a person falls within that spectrum.



# Chronic Condition Management

Help patients manage their chronic health conditions between appointments without increasing staff burden by using Telmediq's pre-scheduled communications and the secure web application. This empowers patients to better manage their own health by securely monitoring key health indicators and by reaching them with reminders, ongoing encouragement, and links to educational resources. This approach has resulted in consistently high engagement rates (regardless of socio-economic status or age) and improvements in health status. For patients who need clinical support, a clinician can quickly triage to a phone call or a virtual visit.

# Readmission Risk Reduction

To reduce the risk of readmission, Telmediq uses a procedure-specific diagnostic to assess a patient's progress and their understanding of the treatment plan after discharge. Based on the patient's responses and business logic, Telmediq can alert the care team should the patient require additional support. The care team is then able to connect with patients via virtual conference or secure message.

Automating patient engagement post-discharge reduces nurses' workload by 22%, offers a 66% patient response rate and reduces readmissions by 30% - significantly impacting costs and financial reimbursements.

# Patient Experience

Garner real-time feedback from patients for valuable insights into their experience with your organization. Feedback can be provided by SMS/text questionnaires, web surveys, qualitative replies and quantitative responses provides greater flexibility and improved data. Real time execution improves response rates and allows organizations to action data insights in a timely way. Telmediq offers rich analytics to see how satisfaction rates differ by provider, encounter type, appointment day/time, and patient demographics.