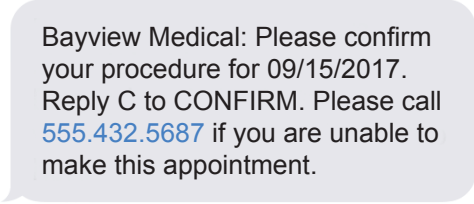
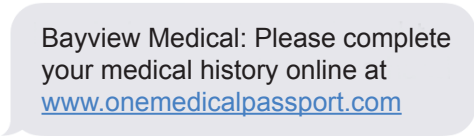
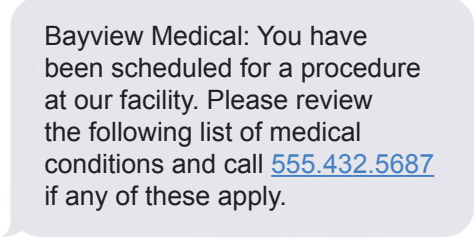

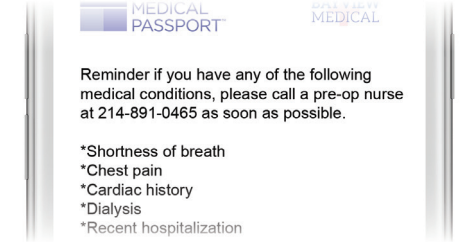


# Passport Engage™




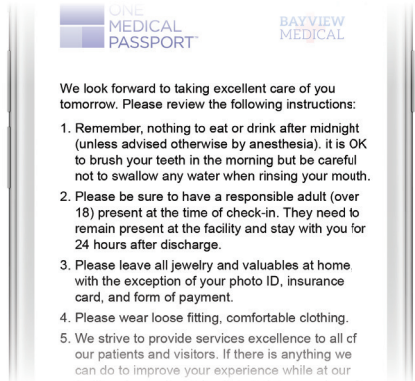
Automated Patient Communications

Passport Engage allows you to automatically deliver procedure-specific messages, instructions, and reminders to your patients during every stage of their care. Based on primary and secondary clinical pathways, you can send procedure or physician-specific information, ensuring patient compliance. By using a link to a personal Passport Engage page, you can provide additional personal information and educational instructions. Take advantage of the most common form of communication to reduce staff time spent on the phone, while increasing revenues and improving patient satisfaction.

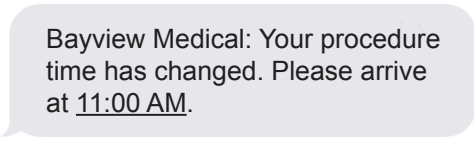
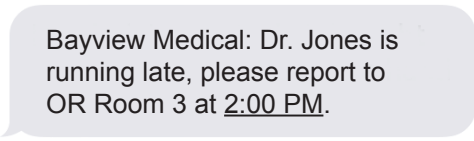
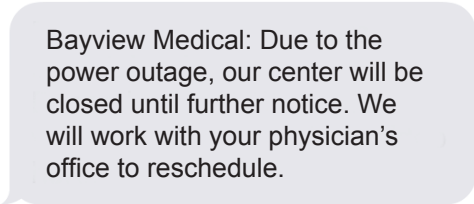
## Pre-op

Message Type	Sample Messages	Benefit
Appointment Notifications		<ul style="list-style-type: none"> <li>• Reduce no shows and day-of surgery delays and cancellations</li> <li>• Save staff time typically spent on the phone</li> </ul>
Medical Passport Reminder		<ul style="list-style-type: none"> <li>• Increase patient utilization of Medical Passport</li> <li>• Reduce nursing time spent completing medical histories</li> <li>• Prepare for surgeries days in advance</li> </ul>
Exclusionary Messaging to Potential Non-Surgical Candidates	  	<ul style="list-style-type: none"> <li>• Prevent non-candidates from unnecessarily completing a Medical Passport</li> <li>• Reduce patient frustration</li> </ul>

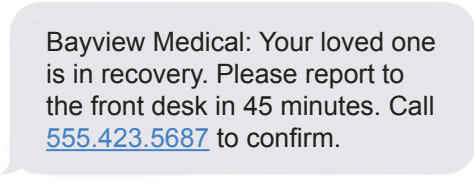
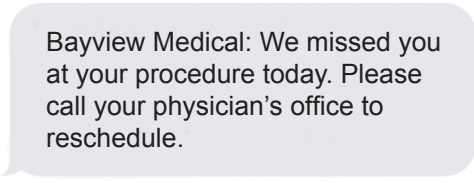
## Pre-op (continued)

Message Type	Sample Messages	Benefit
<p>Link to Educational Videos and Resources</p>	<p>Bayview Medical: Please watch this video about your upcoming procedure by clicking here:</p> <p><b>Bayview Medical   Educational Videos</b> Bayviewmedical.com </p> <p>Bayview Medical: Once you have watched the video pls follow the link to complete the pre-op questionnaire</p> <p><b>Bayview Medical Pre-operative Questions</b> Onemp.com </p>	<ul style="list-style-type: none"> <li>• Prepare and educate patients</li> <li>• Improve patient compliance</li> <li>• Facilitate better outcomes</li> <li>• Give pre-op information for certifications or total joint cases</li> </ul>
<p>NPO and Day-before Instructions</p>	<p>Bayview Medical: Please review your pre-operative instructions.</p> <p><b>One Medical Passport</b> Onemp.com </p>  <p>We look forward to taking excellent care of you tomorrow. Please review the following instructions:</p> <ol style="list-style-type: none"> <li>1. Remember, nothing to eat or drink after midnight (unless advised otherwise by anesthesia). It is OK to brush your teeth in the morning but be careful not to swallow any water when rinsing your mouth.</li> <li>2. Please be sure to have a responsible adult (over 18) present at the time of check-in. They need to remain present at the facility and stay with you for 24 hours after discharge.</li> <li>3. Please leave all jewelry and valuables at home with the exception of your photo ID, insurance card, and form of payment.</li> <li>4. Please wear loose fitting, comfortable clothing.</li> <li>5. We strive to provide services excellence to all of our patients and visitors. If there is anything we can do to improve your experience while at our</li> </ol>	<ul style="list-style-type: none"> <li>• Reduce cancellations or delays based on NPO non-compliance</li> <li>• Provide detailed instructions on personal Passport Engage page</li> <li>• Maintain HIPAA compliance</li> </ul>
<p>Arrival Time Reminder</p>	<p>Bayview Medical: We look forward to seeing you tomorrow. Please arrive at <u>9:00 AM</u>. No food or drink after midnight.</p>	<ul style="list-style-type: none"> <li>• Customize messages based on procedure type, age, anesthesia type, or physician preference</li> <li>• Reinforce NPO instructions</li> <li>• Save nursing time spent on phone</li> </ul>

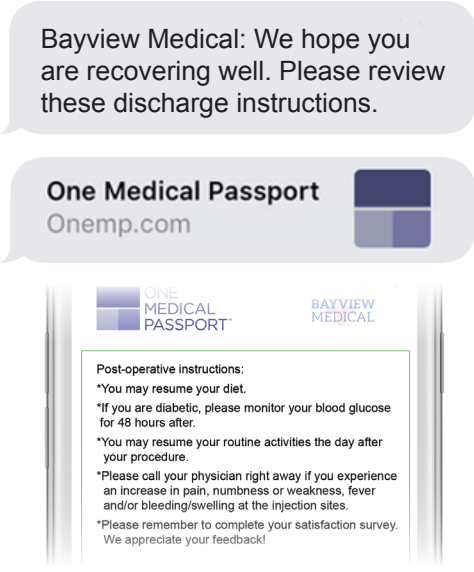
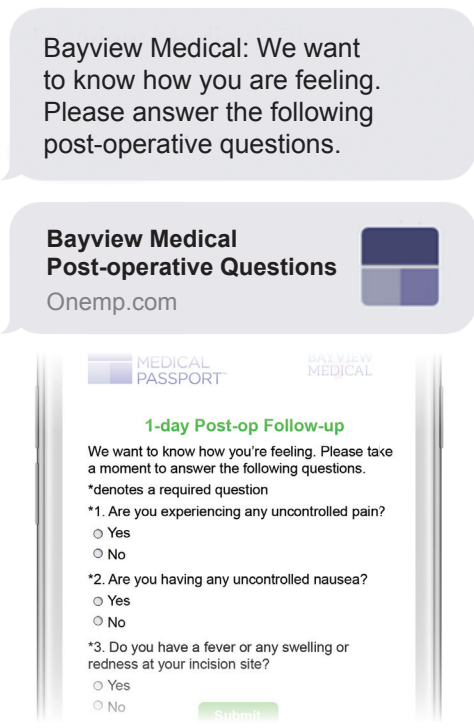
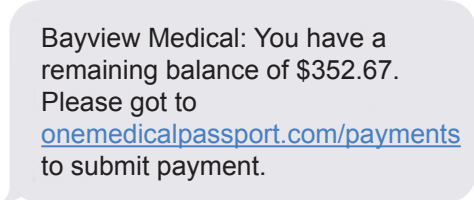
## Pre-op (continued)

Message Type	Sample Messages	Benefit
Procedure Time Delays	 <p>Bayview Medical: Your procedure time has changed. Please arrive at <u>11:00 AM</u>.</p>	<ul style="list-style-type: none"> <li>Communicate schedule changes to patients, physicians, and OR Staff</li> </ul>
Vendor Communications	 <p>Bayview Medical: Dr. Jones is running late, please report to OR Room 3 at <u>2:00 PM</u>.</p>	<ul style="list-style-type: none"> <li>Communicate room changes or delays to vendors</li> </ul>
Emergency Communications	 <p>Bayview Medical: Due to the power outage, our center will be closed until further notice. We will work with your physician's office to reschedule.</p>	<ul style="list-style-type: none"> <li>Communicate weather alerts and emergency situations to patients, staff, and physicians</li> </ul>



## Day of Surgery

Friends and Family One-time message	 <p>Bayview Medical: Your loved one is in recovery. Please report to the front desk in 45 minutes. Call <a href="tel:555.423.5687">555.423.5687</a> to confirm.</p>	<ul style="list-style-type: none"> <li>Send one-time messages to keep caregivers informed of patient's status</li> </ul>
Reschedule No-shows	 <p>Bayview Medical: We missed you at your procedure today. Please call your physician's office to reschedule.</p>	<ul style="list-style-type: none"> <li>Easily reschedule no-show patients</li> </ul>

# Post-op

Message Type	Sample Messages	Benefit
<p>24 hour post-op Discharge Instructions</p>	 <p>Bayview Medical: We hope you are recovering well. Please review these discharge instructions.</p> <p><b>One Medical Passport</b> Onemp.com</p> <p>Post-operative instructions:          *You may resume your diet.          *If you are diabetic, please monitor your blood glucose for 48 hours after.          *You may resume your routine activities the day after your procedure.          *Please call your physician right away if you experience an increase in pain, numbness or weakness, fever and/or bleeding/swelling at the injection sites.          *Please remember to complete your satisfaction survey. We appreciate your feedback!</p>	<ul style="list-style-type: none"> <li>• Provide link to complete discharge instructions, ensuring patients don't miss vital information</li> </ul>
<p>Post-op Phone Call Questionnaire</p>	 <p>Bayview Medical: We want to know how you are feeling. Please answer the following post-operative questions.</p> <p><b>Bayview Medical Post-operative Questions</b> Onemp.com</p> <p><b>1-day Post-op Follow-up</b>          We want to know how you're feeling. Please take a moment to answer the following questions.          *denotes a required question          *1. Are you experiencing any uncontrolled pain?  <input type="radio"/> Yes  <input type="radio"/> No          *2. Are you having any uncontrolled nausea?  <input type="radio"/> Yes  <input type="radio"/> No          *3. Do you have a fever or any swelling or redness at your incision site?  <input type="radio"/> Yes  <input type="radio"/> No  <input type="button" value="Submit"/></p>	<ul style="list-style-type: none"> <li>• Reduce nursing time spent on post-op phone calls</li> <li>• Easy to answer and submit</li> <li>• Access responses and print individual patient results</li> </ul>
<p>Financial Responsibility</p>	 <p>Bayview Medical: You have a remaining balance of \$352.67. Please go to <a href="https://onemedicalpassport.com/payments">onemedicalpassport.com/payments</a> to submit payment.</p>	<ul style="list-style-type: none"> <li>• Reduce patient accounts receivable</li> <li>• Convenient for patients</li> </ul>

## Post-op (continued)

Message Type	Sample Messages	Benefit
Patient satisfaction survey reminders	<p>Bayview Medical: We would like to know how we can improve. Please look for an emailed survey about your experience at our facility.</p>	<ul style="list-style-type: none"> <li>• Drive satisfaction survey completion</li> </ul>
Link to post-op Educational Videos and Resources	<p>Bayview Medical: Please watch this video on wound care by clicking here:</p> <p><b>Bayview Medical   Educational Videos</b>  Bayviewmedical.com</p> <p>Bayview Medical: Once you have watched the video pls follow the link to complete the post-op questionnaire.</p> <p><b>Bayview Medical Post-operative Questions</b>  Onemp.com</p>	<ul style="list-style-type: none"> <li>• Improve patient compliance</li> <li>• Facilitate better outcomes</li> <li>• Support case management/ PACU discharge instructions</li> </ul>