

Colleague Messaging

When communications with colleagues involve protected patient information, security and privacy are critical.

RelayHealth's best-in-breed secure messaging solution can help streamline the patient referral process, and enhance communication and coordination between members of the care team."

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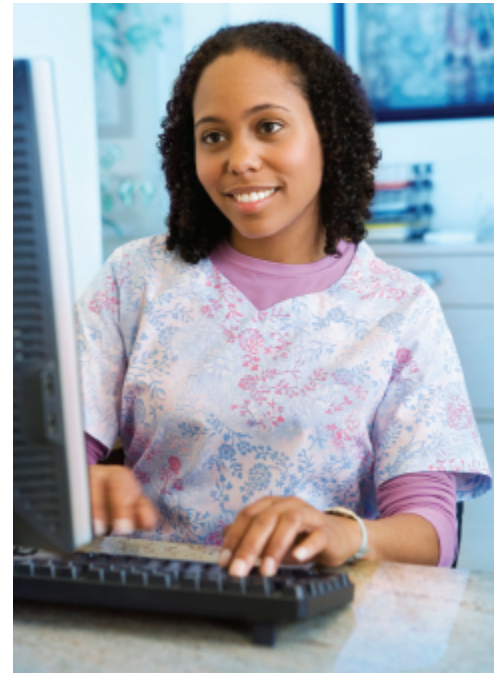
Communicate and Refer with Efficiency and Security

To best serve patients and keep abreast of important developments in the medical field, it's imperative for physicians to keep in close contact with their colleagues. Frenetic schedules can make doing so a challenge, but RelayHealth® makes this otherwise formidable task simple and safe.

With RelayHealth, physicians, medical staff, office managers and office staff can shift non-urgent colleague-to-colleague communications—like referrals and questions— online for enhanced practice efficiency, convenience, and security.

Contact Information at Your Fingertips

The RelayHealth Address Book is a convenient, central repository for key contact information on specialists and other peers. Here providers can store names, specialties, e-mail addresses, phone and fax numbers, and more to help quickly address messages. Address Book entries can be shared (viewable/editable by other members of a provider's RelayHealth group) or personal (not available to other group members). When a physician prepares to send a message or referral to a colleague, RelayHealth displays a composite of personal and shared entries.



Connect with Colleagues Efficiently, Securely

Sending messages to colleagues via the secure RelayHealth service proves more efficient than the telephone and safer than regular e-mail or fax. And there's more. Built-in features include the ability to attach a patient's Health Record to colleague messages, for quick, easy reference; the flexibility to forward colleague messages to any member of the recipient's group, in support of workflow and coverage models; and the capacity to batch print colleague messages, whether sent or received, for efficient documentation.

RelayHealth Benefits

- **Streamline referrals**
- **Consolidate contact information**
- **Minimize phone tag**
- **Ensure security**
- **Automatically document communications**

Streamline Referrals

Shifting referrals online minimizes work interruptions and represents significant potential savings. A leading healthcare IT consultant estimates that, due to complexity, phone tag, and other practical barriers, a referring physician can incur about \$40 in administrative costs to make a typical referral, and a referred physician incurs another \$30, for a total of \$70 in administrative costs. This compares with about \$10 for a referral that can be administered electronically without phone calls, manual checks of provider lists, and so on.¹

¹ Bader, B.S., Summer 2000, E-health or e-hype: What your board needs to know to approve an e-health strategy. E-Healthcare Connections, 1-4

Using RelayHealth, physicians can send secure referral messages to any provider—whether they're registered with RelayHealth or not. RelayHealth notifies non-registered providers per information the user provides. Consultants can choose to receive referrals online or through the convenience of fax. If an unregistered consultant elects to receive the message electronically, RelayHealth creates a "guest account" for the unregistered colleague, enabling him or her to retrieve, respond to, and print the referral message using the RelayHealth service.

RelayHealth provides a simple yet powerful form for quickly capturing the information a specialist needs from the referring physician, and provides a simple, structured form for communicating findings to the referring physician. RelayHealth allows the referring physician to attach files for secure transmission with the referral. And RelayHealth provides concise, chart-ready printouts of all forms and reports—tagged with a unique referral I.D. for effective tracking, reporting and documentation.

To help ensure referral messages are retrieved, RelayHealth delivers a reminder message to the sender if a referral message goes unopened or unanswered for a user-defined period of time.

RelayHealth operates as a neutral partner in an open network to support quality care improvements and reduce administrative costs for hospitals, pharmacies, providers, payors and patients. By offering connectivity and integrated solutions to participants across the spectrum of healthcare delivery, RelayHealth provides Care Fully Connected.

To learn more, please call 866-RELAYME or visit www.relayhealth.com.



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