

Online Office

“Our internal measures suggest potentially significant savings in staff time when communicating with a patient using the RelayHealth system.”

Jack Reed, President and CEO
ProHealth Physicians, CT

Convenient, Accessible, Secure Patient Services

The practice of medicine has become inexorably linked to the telephone. In fact, the Institute of Medicine has reported that 90% of all U.S. healthcare transactions take place by phone, costing the industry \$280 billion annually—primarily for office staff and physician time, as well as telephone and fax charges.

Filling prescription renewals, reporting lab results, scheduling appointments, investigating billing questions—all take precious hours out of every office day. Everyone is affected—office staff is consumed with message taking, pharmacy call-backs, and telephone tag. Physicians must steal time away from direct patient care or dip into evening hours to plow through phone messages. And frustrated patients, busy at work or at home, sit on hold waiting to ask the most straightforward of questions or to convey simple information updates.

A Convenient Way to Handle Simple, Non-Urgent Questions

RelayHealth® offers a better solution. For the medical office, RelayHealth helps minimize work interruptions by shifting non-urgent issues online. In fact, Dr. Andrew Siskind, a

physician user at Bristol Park Medical Group, Orange County, California, reports that a typical RelayHealth message saves his practice nearly three phone calls. And for patients, RelayHealth means no more sitting on hold or waiting for the doctor’s office to open to ask a simple question or request a service.

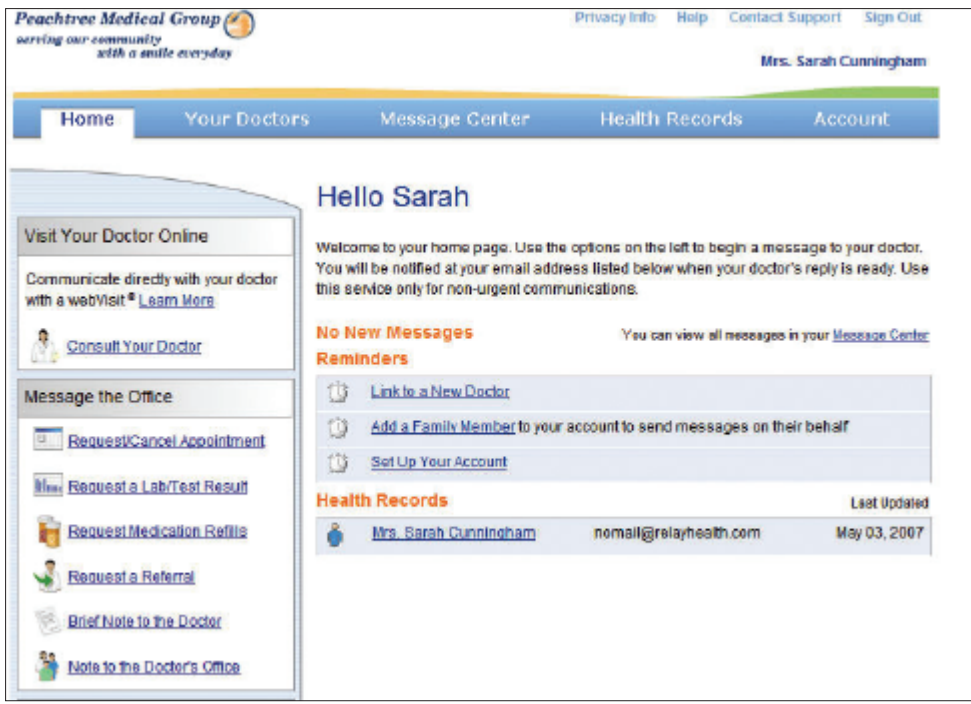
RelayHealth Benefits

- **Increase patient satisfaction**
- **Minimize phone calls**
- **Enhance practice productivity**
- **Reduce mailing costs**
- **Capture inquiries precisely**
- **Respond quickly and efficiently**
- **Produce chart-ready documentation**
- **Streamline processes through automated routing**

Here’s how the secure, Web-based RelayHealth messaging service can help streamline routine patient communications:

Prescription Refills/Renewals

- Approve renewal requests with one click
- Eliminate pharmacy call-ins and call-backs
- Transmit renewal authorizations to patient’s pharmacy instantly, electronically
- Automatically check formulary compliance and drug interactions
- Reduce medical errors



Less Time, Less Hassle—for Everyone

Answering RelayHealth messages is more efficient than responding to endless phone calls. Messages can be batched and responded to when most convenient, rather than interrupting more time-urgent activities. To make it even quicker and easier to respond to online messages, RelayHealth provides pre-defined templated answers, and enables users to create re-usable, customized templates suited to a practice's unique needs.

While RelayHealth helps medical practices communicate more quickly and effectively, patients benefit, too. Providing greater convenience improves customer service, and translates into better care in the eyes of your patients.

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 us at www.relayhealth.com.

Appointments

- Enable patients to schedule, re-schedule, or cancel appointments online
- Minimize phone calls
- Capture patient information and coverage updates prior to the office visit
- Transmit patient pre-visit instructions and relevant educational materials
- Automate appointment reminders and confirmations

Labs

- Eliminate patient phone tag
- Free up phone lines
- Save staff time
- Eliminate mailing costs
- Improve customer service with quick delivery of results

Insurance/Billing Questions

- Reduce phone traffic
- Capture inquiries precisely
- Respond quickly and efficiently
- Provide an efficient channel for non-urgent patient questions

In addition to these efficiency-creating features, RelayHealth does more to enhance practice productivity. Automatic message routing ensures the right messages are delivered to the right person in the practice. That means physicians can focus their time on patients requiring care—and can rest assured that routine communications and administrative issues are being routed to the appropriate staff member.



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