



PATIENT

THE PATIENT EXPERIENCE

Featuring Updox Patient Engagement for Practice Fusion

Meet Sally. Sally is a 55-year-old patient who recently suffered a knee injury at work. Let's learn more about how your practice might use Updox to reduce time spent on phone calls, voice mails and fax; eliminate staff rework; and save Sally time while improving her overall patient satisfaction.



Pre-Appointment

Sally injures her knee while at work, so she requests an appointment with her primary care physician.



Two days before the appointment, Sally gets a **Reminder** via an automated phone call reducing the chance of her missing the appointment



The Front Office reviews Sally's patient file and notices they need updated insurance information, so they send a **Secure Text** message asking for a photo of her current insurance card



Sally responds to the Secure Text message by snapping a photo of her card and replying, ensuring a smoother and faster check-in



Appointment



Post-Appointment



Practice staff sends Sally instructions via **Secure Text** for caring for her knee until the orthopedist can see her



Dr. Patel refers Sally to an orthopedic surgeon and coordinates with staff to set up a referral appointment



Practice staff faxes Sally's paperwork to the orthopedic surgeon and to the insurance company



The scheduling department arranges for an orthopedic appointment and confirms the day and time work via **Secure Text.**



Practice staff then send a **Secure Text** to the orthopedic surgeon to ensure claim was submitted to workers compensation



A couple of months later, Sally has a fall while vacationing in Florida. Rather than going to a local urgent care, she has a Video Chat consult with a practice nurse to show the injury and get care instructions for reducing the swelling



Later in the year, the practice also sends a **Broadcast** message to all patients over 50 to let them know it's time for flu vaccines. Since Sally falls into that category, she receives the message and follows up to schedule a time to get her flu vaccine.