

Create a Contactless Check-In process that works for you and your patients

Eliminate the dirty clipboards, piles of paperwork and unpleasant waiting room experience, and check in patients for in-person and telehealth visits by **engaging them where they are—on their phones.**



KNOW THE FACTS

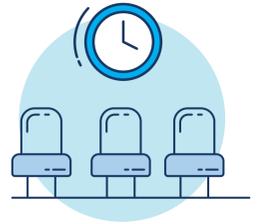


The CDC issued numerous recommendations and guidelines to keep patients and staff safe including screening for COVID-19, reducing contact in waiting rooms, and offering curbside and telehealth services.

(Centers for Disease Control and Prevention)

Unpleasant waiting rooms were the single most cited reason that patients said they would stop returning to a healthcare facility, whether it's a primary care physician office, emergency room or urgent care facility.

(Qualtrics Industry Pain Index)



CONTACTLESS CHECK-IN OPPORTUNITIES

Contactless check-in can assist front and back office workload



- ✓ New or updated patient registration
- ✓ Patient arrival and COVID-19 screening
- ✓ Consent (ex. Telehealth)



- ✓ Medical history
- ✓ Clinical screenings and assessments (ex. PHQ-9)
- ✓ Health log (ex. Blood pressure)



WORDS FROM CUSTOMERS

“COVID-19 required us to really take the next level with our patients in terms of technology. Patients want to text us when they arrive and then get a text when their room is ready so they can sit in their car and not our waiting room. It’s all about improving patient care and the patient experience.”

– Phil Boucher, MD, Lincoln Pediatric Group

HOW UPDOX HELPS

Combine the power of Electronic Forms and Text to create a Contactless Check-In experience. Here is an example of a patient arrival workflow.



PRE-VISIT

Prior to the visit, the practice sends the patient a text message with a link to a check-in form.



PATIENT ARRIVAL

Upon arrival, the patient remains in the car and clicks the link to complete a COVID-19 screening and check-in form.



ROOMING THE PATIENT

When ready for the patient, the practice sends a text to notify the patient to enter.



CHECK-IN

The practice receives the completed check-in form and sends text to the patient to confirm receipt.



UPDOX TIP Access the *Updox Forms Library* and create text templates ahead of time to boost office productivity.