

# 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

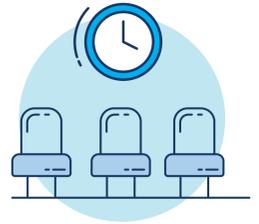


The CDC issued numerous recommendations and guidelines to keep patients and staff safe including screening for COVID-19, reducing contact in waiting rooms, and offering curbside and telehealth services.

*(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



Front Office

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



Back Office

- ✓ 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.