updox
Simplifying the business of healthcare™

Updox Telehealth for NAFC

Learn how remote HIPAA-compliant technology solutions provide the flexibility needed to adapt to the changing times and to manage clinical and staff workload from anywhere.

Welcome

Before we get started

Katie Lachey
Vice President of Demand Generation, Updox

- All participant lines will be muted

- Q&A will occur during the last 10-15 mins

- Recording and slides for today's presentation will be made

  available to all attendees

What you'll learn

Workflows and triage plans in place today for other users of Updox Video Chat

Practice transformation, how and why to evolve your practice during times of uncertainty

Understand Updox's offerings and how to get started

Challenges when reopening practices after restrictions have been lifted

- Managing patient flow in waiting room

- Rotating staff schedule to allow for social distancing

- Maintaining communication with clinician and staff working

  in the office and remotely

- Hybrid in-office and remote care blend

Anticipate a backlog of patients coming into the practice

56% of respondents in an MGMA survey believe that primary care clinics will be overwhelmed by a backlog of health needs.

Source: May 1-4 COVID-19 primary care survey

Key drivers for practices

- Running a profitable practice/business
- Patient satisfaction
- Patient outcomes

Source: Updox customer survey from May 2020.

Practice Transformation

- **Prepare your staff.** Tools without consideration for process will not be adopted. Create processes, define roles, and train your staff to account for changes in patient communication.
- **Minimize friction for patients.** Understand patient preferences and needs will vary. Meet them where they are - by phone call, by portal, by video chat, by text, etc.
- **Save time where you can.** Replace phone calls with methods more likely to connect with patients on the first try like text messaging.

It takes up to three tries to connect with each patient by phone.

Source: Updox

Telehealth Adoption (2019)

2.4%

only 2.4% of patients utilized at least one telehealth service.

Source:. Peterson-KFF Health System Tracker

50%

of physicians were using or planning on using telehealth.

Source: American Medical Association Digital Health Research.

Telehealth Adoption (2020)

42%
of patients have reported using telehealth services since the pandemic first began.
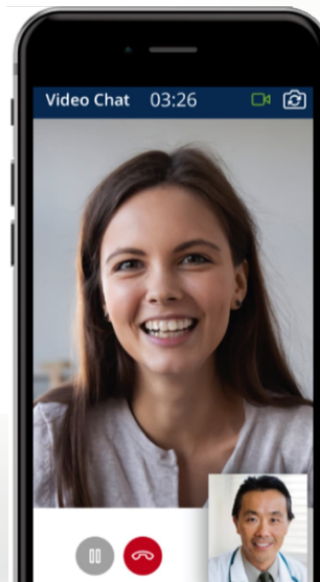
65%
of patients who like using telehealth services say it's because telehealth visits are more convenient than in-office appointments .

<u>Source:</u> *Tha Harris Poll, Updox*

Telehealth Use Cases

- Medication management

- Chronic disease management

- Sick visits

Source: Updox customer survey from May 2020.

Telehealth Considerations

- HIPAA and HITECH compliance
- Usability
- Differentiation from competitors
- Access to technical support staff
- Customization features

Source: American Medical Association & The Office of the National Coordinator for Health Information Technology (ONC)

Summary

- Once practices reopen, it won't be 'business as usual' for some time
- Look for easy to use, flexible, secure and compliant technology to evolve your practice with remote accessibility so your practice clinical and staff can manage workload from anywhere
- Patient engagement tools need to be and reduce burden on staff otherwise they will not be used and both staff and patients will suffer

Demo

NAFC and Updox

Updox is pleased to partner with the National Association of Free & Charitable Clinics (NAFC) furthering it's objective to provide members with access to affordable telehealth services.

What is included in this Updox Telehealth offering?
- Two-Way Texting (unlimited)
- Secure Texting (unlimited)
- HIPAA-Compliant Video Chat
  - Choose from packages including 400, 1000, or 5000 sessions per month based on anticipated need

Thank you! Questions?

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