



MEDFUSION CLINICAL SOLUTIONS

PRACTICE VALUE:

- Drive incremental revenue
- Enhance office efficiency
- Create a competitive edge
- Reduce costs

PATIENT VALUE:

- Increased convenience through self-service
- Better access to the practice
- Improved satisfaction
- Improved care

“This (Virtual Office Visits) is a wonderful feature for specialties like dermatology. Patients can explain simple problems, like a rash, and we can get them started on a prescription. The convenience for the patient is wonderful.”

Tammy Leonard, Office Manager
Dermatology Clinic of Idaho

Provide a secure, simple, and effective way for your patients to interact with your clinicians and manage their healthcare with Medfusion's clinical solutions.

Medfusion's clinical solutions provide unique value to both practice and patient. With access to secure, online communication methods, patients can quickly and easily request and receive information (like lab results and prescription renewals), engage in dialog with and receive care from their providers (through Ask a Doctor and Virtual Office Visits), and more easily manage their own healthcare (with access to a personal health record).

Medfusion's Virtual Office Suite clinical solution set includes:

- Secure Patient Messaging (lab results, health maintenance, etc.)
- Prescription Renewal
- Ask a doctor / clinician (patient-initiated secure messaging)
- Virtual Office Visit
- Symptom Assessment (HPI/ROS)
- Referral Management
- Personal Health Record

Secure Patient Messaging

Medfusion's Secure Patient Messaging application is a web-based, automated practice-initiated message delivery system, which can be integrated to your practice management system. It allows a practice to deliver virtually any message to its patients. Types of messages can include things like health maintenance reminders, lab results, appointment reminders, and past due notices.

Medfusion's Secure Patient Messaging capabilities allow a practice to:

- Virtually eliminate mail expenses associated with this type of notices and reminders
- Reduce the on-hold times and “phone tag” that usually bogs down the communication process
- Provide patients with a secure, convenient way to receive important information

Prescription Renewal

Using Medfusion's Prescription Renewal solution, you can offer your patients the ability to securely request their prescription renewal / refill online. Instead of tying up your phones with prescription refill and renewal requests, patients can submit their requests securely online; allowing your staff to handle the requests at a time that is convenient for them.

The Medfusion Prescription Renewal functionality provides a practice the ability to:

- Reduce time spent on the phone or in call-backs with patients and pharmacies
- Increase patient satisfaction with more rapid turnaround times
- Automatically capture and document the request and follow-through

Ask a Doctor

Ask a Doctor/Nurse/Clinician is an unstructured online consultation initiated by the patient. Patients can select their physician and submit a message to your practice along with any relevant file attachments. Your practice can then login to the Secure Practice Portal™ to view the communication from the patient and securely respond. The credit card interface authorizes the patient's credit card prior to submission and you can determine whether or not the patient will be charged for the consultation when you respond.

With Medfusion's Ask a Doctor a practice can:

- Increase revenue by charging for online communications in place of ‘free’ phone calls
- Improve documentation: online written communication is documented, while phone calls may or may not be

Medfusion



- Enhance patient satisfaction by providing more access for your patients to communicate with clinicians

Virtual Office Visit

Medfusion's Virtual Office Suite is a valuable tool that offers structured, interactive, online patient consultations that allow physicians to provide minor-acuity, non-emergent care for your patients securely via the Internet. After patients specify the reason for their virtual office visit, patients answer a series of interactive questions relating to their symptoms as a detailed intake method.

Physicians simply login to Medfusion's Secure Practice Portal™ where patient visits can be viewed at a time and place convenient to you. Most providers can typically process over 15 online consults per hour ... dramatically increasing revenue-generating productivity.

Medfusion's Virtual Office Visits enable a practice to:

- Increase revenue by “seeing” more patients ... on your schedule
- Maintain a comprehensive patient record by capturing and documenting online consultations
- Generate a competitive advantage by providing a convenient consultation option for your patients

Symptom Assessment

Medfusion's Symptom Assessment tool allows you to gather both History of Present Illness and Review of Symptoms information online, allowing greater efficiency, increased information accuracy and expedited patient office visit times. Patients have the opportunity to fill out their Symptom Assessment questionnaire – based on a database of nearly 6,000 conditions and 53,000 questions - at their convenience, in the privacy of their own home of office.

The Medfusion Symptom Assessment capability helps a practice:

- Improve productivity by enabling patients to enter HPI and ROS directly into the portal
- Increase in-office efficiency as practitioners will already have this information at their fingertips at the time of visit
- Improve the accuracy of information and reduce transcription errors

Referral Management

The Medfusion Referral Portal eases the physician-to-physician referral process by enabling you to send and receive physician referrals electronically. Information, including the patient demographic and insurance information, as well as the reason for referral and any supporting medical notes and images can be sent. In addition,

the Referral Portal allows you to track the status of the referral at any time and receive a consult report from the other provider in a timely manner.

Medfusion's Referral Portal assists both referring and receiving practices to:

- Increase efficiencies by reducing the time necessary to manage the referral process
- Manage the referral once it is sent, with status reports and findings
- Build valuable referral relationships between practices

Personal Health Record

Medfusion's Personal Health Record (PHR) is a secure online tool that allows patients to become more active in their healthcare treatment by enabling them to view, update, correct, and share their medical information. As patients become more informed about their healthcare, you spend less time on the phone answering questions.

The Medfusion PHR gives practices the capability to:

- Provide patients with easy and immediate access to manage their healthcare
- Reduce staff time previously dedicated to answering questions and forwarding information
- Ease the transporting of information from one practice to another with Medfusion's unique HealthKey functionality