



MEDFUSION FRONT OFFICE SOLUTIONS

PRACTICE VALUE:

- Reduce workload
- Significantly reduce costs
- Generate revenue
- Deliver a more satisfying patient experience
- Offer services that differentiate your practice and gain a competitive edge

PATIENT VALUE:

- Convenience of self-service
- Improved satisfaction
- Improved care

“When two physicians joined the practice last year, we didn’t have to hire additional scheduling or administrative staff. Without Medfusion as an alternative method for appointment requests, we probably would have had to bring in more resources.”

Jennifer Kinman, Texas Orthopedics, Sports and Rehabilitation Associates

Drive office efficiency and enhance your patients’ experience with Medfusion’s solutions for the front office.

Medfusion’s solutions for the front office offer robust patient and practice portal applications that enable patients to interact securely with their established healthcare provider at virtually any time, day or night. As a provider, you can then schedule your responses for when it’s convenient to you.

The front office solution set includes:

- Pre-Registration and Health Forms
- Appointment Requests
- Patient Messaging (notices, newsletters, etc.)
- Check In

Pre-Registration

Patient pre-registration will save valuable office time normally spent collecting simple data about your new patients. If you currently fax or mail patient registration forms to new patients, switch to a more convenient and secure online patient registration option. This will both increase office efficiency and save time and money.



Medfusion Pre-Registration enables a practice to:

- Increase the accuracy of patient registration information
- Enhance workflow within your office
- Obtain patient information securely “at any time”
- Check eligibility of healthcare insurance information prior to patient visits

Health Forms

Since every practice is unique, registration and health history forms can be customized to mirror your existing paper forms, offering various field types such as drop-downs, check-boxes, and free text fields.

In addition, our forms can be linked so that patients will never have to fill in the same information twice!

Medfusion Health Forms provide a practice the ability to:

- Provide a convenient way for patients to submit their history and condition information
- Streamline the patient visit as this information is captured online
- Create and manage forms specific to your practice’s unique patient needs

Appointment Requests

Enhance patient-provider communications by offering your patients the convenience of scheduling their next appointment online, without having to wait on hold for the next available staff member. Your office staff can efficiently handle patient appointment requests at a time that is convenient to them, when office workflow allows.

With Medfusion’s Appointment Requests practices can:

- Reduce the on-hold queue and free up resources
- Provide patients with a convenient and secure way to schedule appointments
- Increase patient satisfaction with a more user-friendly process

Patient Messaging

Medfusion's Patient Messaging application is a web-based, automated practice-initiated message delivery system. A practice can manage each patient's contact preference and deliver virtually any message to them, like appointment reminders, lab results interpretations, and past-due notices.

Medfusion Patient Messaging enables a practice to:

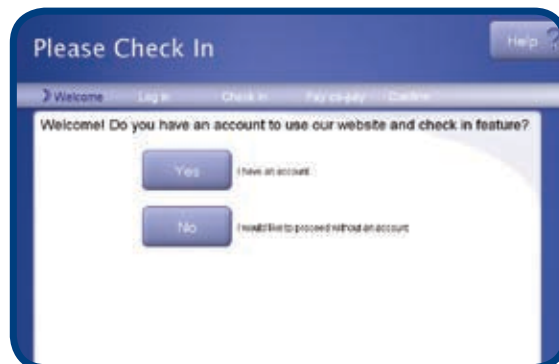
- Reduce print and postage costs by replacing paper communication with online communication
- Improve efficiencies by replacing phone calls and "voicemail tag" with secure messages delivered online to a patient's portal account
- Drive revenue through a proven reduction in patient no-shows and increase in on-time bill payment

Check In

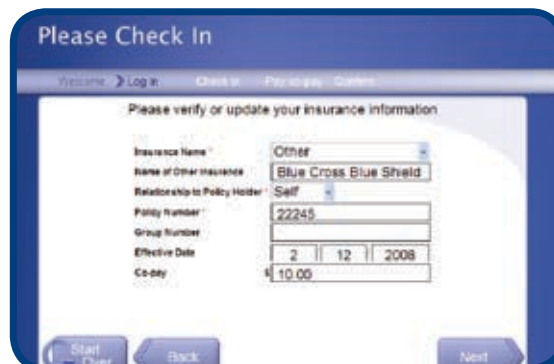
The Medfusion Check In solution allows patients to check in for their appointment and pay their co-pay or bill without taking up front-desk time. Now these tasks can be completed at a kiosk, laptop, or other PC placed in your office waiting room. Patients no longer have to wait in line to announce their arrival at the front desk or to pay bills at the check out desk. Practice workflow is significantly streamlined allowing staff to spend more time with patients that need extra attention. Collecting copayments and outstanding balances improves the cash flow resulting in better revenue cycle management.

With Medfusion's Check In solution, practices can:

- Streamline office workflow
- Reduce data entry errors & liability
- Encourage patient portal use to drive the ultimate results



The screenshot shows the 'Please Check In' web application interface. At the top, there is a navigation bar with 'Welcome', 'Log In', 'Check In', 'Pay copay', and 'Check Out' options. A 'Help' button is located in the top right corner. The main content area displays a welcome message: 'Welcome! Do you have an account to use our website and check in feature?'. Below this message are two buttons: 'Yes I have an account' and 'No I would like to proceed without an account'.



The screenshot shows the 'Please Check In' web application interface with the 'Please verify or update your insurance information' form. The form includes the following fields and values:

Insurance Name	Other
Name of Other Insurance	Blue Cross Blue Shield
Relationship to Policy Holder	Self
Policy Number	22245
Group Number	
Effective Date	2 12 2008
Co-pay	10.00

At the bottom of the form, there are three buttons: 'Start Over', 'Back', and 'Next'.