

Automated Patient Scheduling and Outreach Fully Integrated into Athenanet

As healthcare responds to COVID-19, face-to-face appointments are canceled, patient care is moved to televisit and practice revenues suffers. Experts predict that intermittent “stay-at-home” orders will persist for the next 18 months as the battle with the coronavirus continues. In this new world, medical practices will need to be more nimble than ever, rethinking their approach to both care delivery and patient engagement.

Old school manual rescheduling is expensive and time-consuming. Automated scheduling (including self-scheduling) and proactive patient outreach is the answer.

Asparia's Athenanet-integrated communication platform uses interactive SMS text messages and voice calls to automate core workflows, reducing staff burden and patient frustration.

Asparia boosts **telehealth** adoption by automatically scheduling visits, sending links, and verifying patient readiness. Medicare now allows Annual Wellness and Advance Care Planning “virtual visits” without a copay – let Asparia engage and schedule your patients with minimal staff effort.

Asparia can go live within **Athenanet** in a day, allowing clinicians and staff to do what they do best, focus on delivering high-quality patient care.

Athenanet Embedded Chatbot

For proactive scheduling and patient communications.

Let the Patient Text

Capabilities



Online Scheduling



Closed Loop Reminder



Automated Recall (AWV, ACP, Annual, Tickler-based)



No-show Follow-up



Staff-Patient Texting



Feedback and Reviews



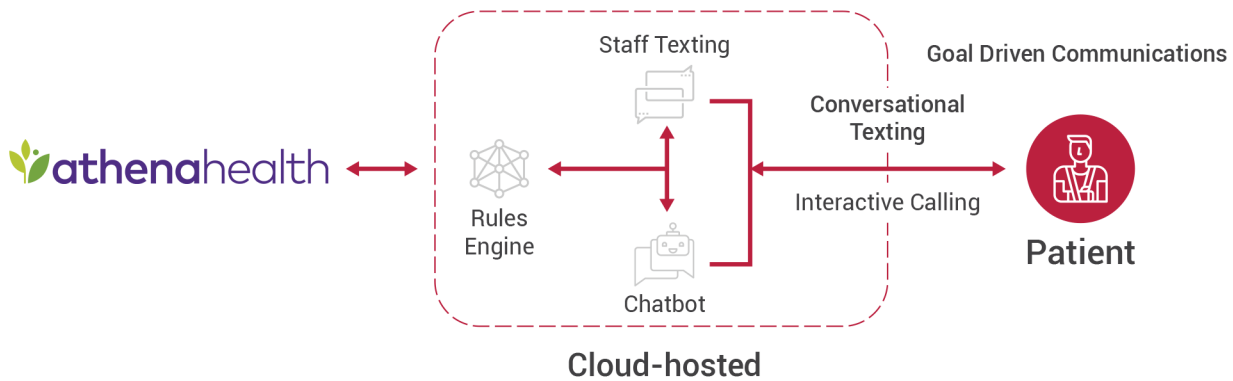
Athenahealth-embedded Automated Patient Communication Platform

Increase Patient Flow

- Keep your front desk open 24/7 for new and established patients.
- Proactively reach out to patients for highly profitable services such as AWW and ACP (copay waived both).
- Initiate transition and chronic care management programs.

Lower Staff Burden

- Automate high frequency front desk and back office activities that require communication with patients.
- Automatically convert in-person visits to telehealth during lockdown. Recall patients and follow up with no-shows and let them self schedule.



Increase Patient Loyalty

- Connect with your patient panel regularly, deliver enhanced care and information to build deeper engagement. Reduce risk of your patients moving to other telehealth services.

Reduce Staff Exposure

- COVID is highly contagious. On the day of the appointment, reach out to patients to determine if they are experiencing flu-like symptoms and convert them to telehealth or see them after taking precautions.

Clinic Goal	Asparia Capability
Increase Patient Flow with Cost-effective, Automated Outreach	<ul style="list-style-type: none"> • Reminder: confirm, cancel, reschedule directly in Athenanet • No-Show follow-up with schedule • Online scheduling
	<ul style="list-style-type: none"> • Recall with schedule (annual wellness visits, annual care plans, flu shots) • Tickler based recalls
	<ul style="list-style-type: none"> • Feedback and Reviews
	<ul style="list-style-type: none"> • Broadcast and 1-1 Staff-Patient Texting
Telehealth visits	<ul style="list-style-type: none"> • Convert existing visits to Telehealth with patient consent • Schedule visits and send links and instructions
Ease of Deployment and Operations	<ul style="list-style-type: none"> • No new systems for staff to learn or login • All transactions committed directly in Athenanet • Customizable messaging and support for 100+ languages