![MBI Solutions LLC logo]

White Paper

Patient Engagement Platform

Care360+

Care360+ Overview

Providers & medical practitioners, and other care circle need to work together while optimizing the communication workflow with the patients by boosting the digital presence with easily accessible and personalized fit for needs & goals. Increase patient engagement, and achieve stronger connectivity with various stakeholders with industry led latest & greatest technologies compliant with HIPAA.

76% of consumers are now interested in digital health going forward. In addition, **57%** providers view telehealth more favorable and **64%** are more comfortable using it.

Source: Mckinsey

Care360+ solution for Patient Engagement & Patient Outcome is a one stop HIPAA complaint patient engagement platform that will facilitate the customers to achieve their business goals

Multi-Channel Appointment Booking

Queue Management System (QMS)

Patient Communication

Waiting-time Management

Analytical Reports

Doctor App

Patient Survey

Tele-Health

Patient Portal / Patient App

Multi-channel Appointment Booking

Care360+ allows patients to select branch, department, doctor, during booking an appointment. Appointments can be booked via the patient app or doctor app powered by Care360+. It allows patients to select the doctors based on the specialization and availability.

EHR/EMR Integration

Care360+ will be integrable with existing software/CRM containing patient registration data through secured FHIR and will be backward integrable with existing EHR/EMR and will have a 2-way HIPAA compliant communication of data between the systems.

Role-based User Access

System will allow users to access the platform based on user privileges/role. Care360+ allows admin to configure the privileges / access to the user group aligning to respective roles (Doctor/Staff/Patient).

Patient Communication

Care360+ will provide Appointment confirmation/status change/cancellation information, Appointment delay/rescheduling, doctor's availability information, and Reminder notifications via Text/Email/Voice to reduce no-shows and cancellations.

Allows follow-up consultation reminders via patient preferred communication channel (Text/Email/Voice).

Provide Detailed visit instructions and procedure-specific instructions for patients
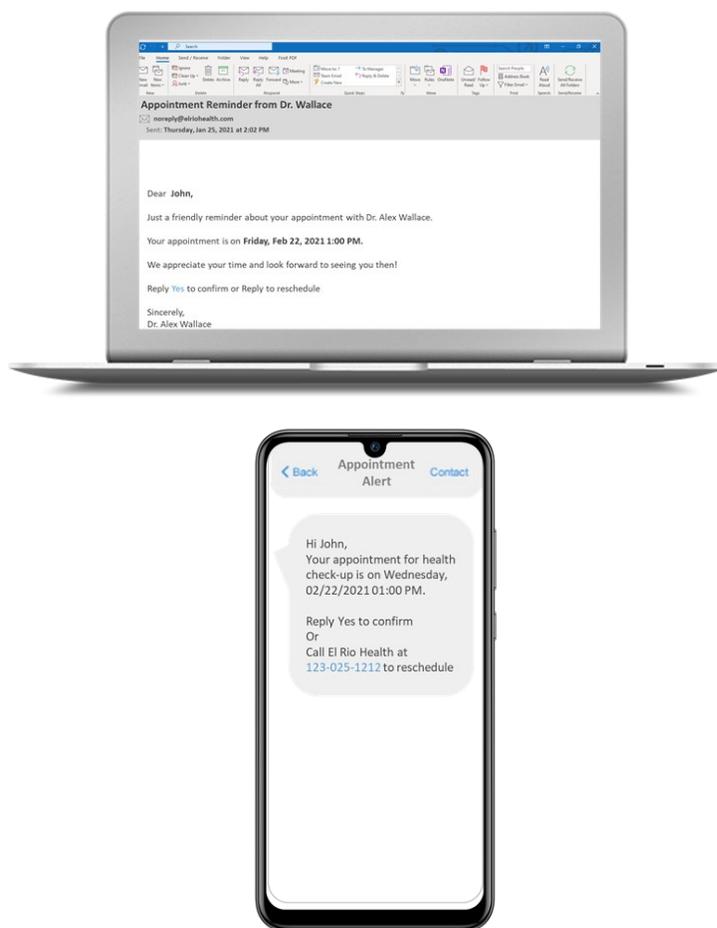
Template Management

Care360+ allows user group to create/edit reminder templates which provides details of date, timing & location for scheduled appointments via email, text & voice communication. User group can also create/edit campaign templates to send them to populations due for a screening or immunization via text, email & voice depending on the patient preference of communication.

Care360+ allows admin to create/edit feedback template to track patient data & behavior for customer success matrix

Patient Preference & Multilingual Support

Care360+ will allow admin user to map the communication preference of the patient based on frequently responded channel.

Care360+ will allow users to select the required preferred language while accessing the proposed solution.

Data Tracking & Analysis

Care360+ will track patient data and behavior at scale to understand positive results as well as opportunities for growth.

Solution will also track the undeliverable and bounce-backs on a daily / weekly / monthly basis and can be configured by the admin.

Patient Satisfaction/Feedback survey

Care360+ allows users to create the customized surveys. Tool will allow them to customize look and feel, add custom messages, pictures and thank you notes.

Survey Knowledge base allows users to reuse the questions in other surveys and speed up the survey creation with the multiple user level & role-based access. Patients can save their incomplete surveys and then come back to complete and submit them
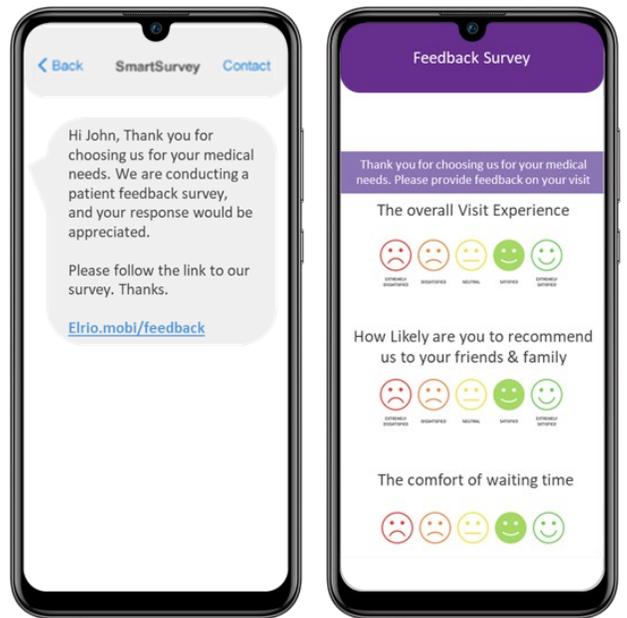
Queue Management

AI/ML based predictive queue management system will display patient flow at key services in healthcare facility. Provides real-time view of patient flow at multiple counters and facilitates you in eliminating disorganized queuing and predict waiting-time accurately for the patients.

Doctor App

Care360+ will streamlines clinical practice and strengthens physician-patient relationship. It helps doctors to single-handedly manage all of their practice-related tasks from appointment booking, digital billing, follow-ups scheduling to post-visit care delivery.

Care360+ Telemedicine

It allows doctors/practitioners to consult the patients in the remotest of geographical locations. Care306+ Telemedicine will come with following functionalities:

⇒ Video, phone and chat consultations

⇒ Formal doctor training - online or in-person

⇒ Data security and ownership

⇒ Advanced reporting

⇒ Functionality to add multiple family members for patients

⇒ Option to select preferred language for consultation

Outreach Campaigns

Care360+ will facilitate the campaigns by broadcasting the saved campaign template to the available database with patient's preferred communication channel i.e. text, email, voice.
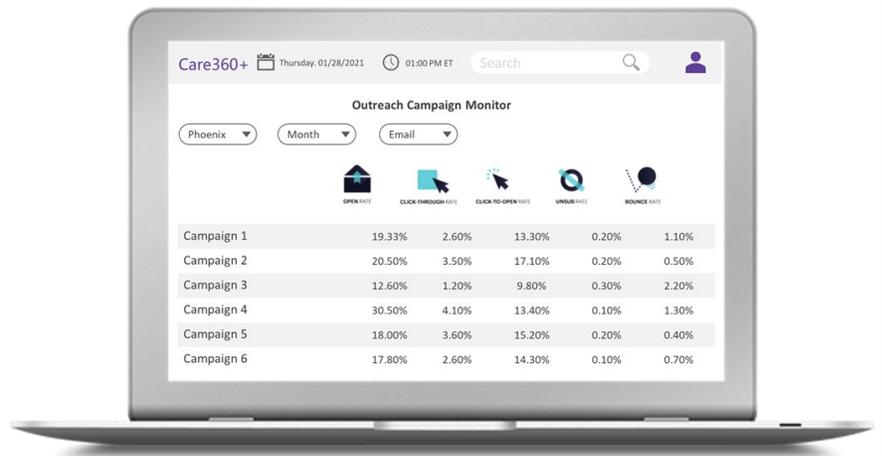
It allows admin to categorize the preferred language for Reminders, Campaigns and Group Messaging. Analytics dashboard for viewing summary of campaign responses for performance review and improvements.

Care360+ Analytical Dashboard

Care360+ will automatically track the opt-in & opt-out percentage and provide detailed reports on customer demographics, and will generate real-time detailed reports on patient wait-time, no-shows, cancellations and channels of acquisition. Reports on resource utilization and patient satisfaction based on feedbacks, follow-up patients funnel report for revenue enhancement.
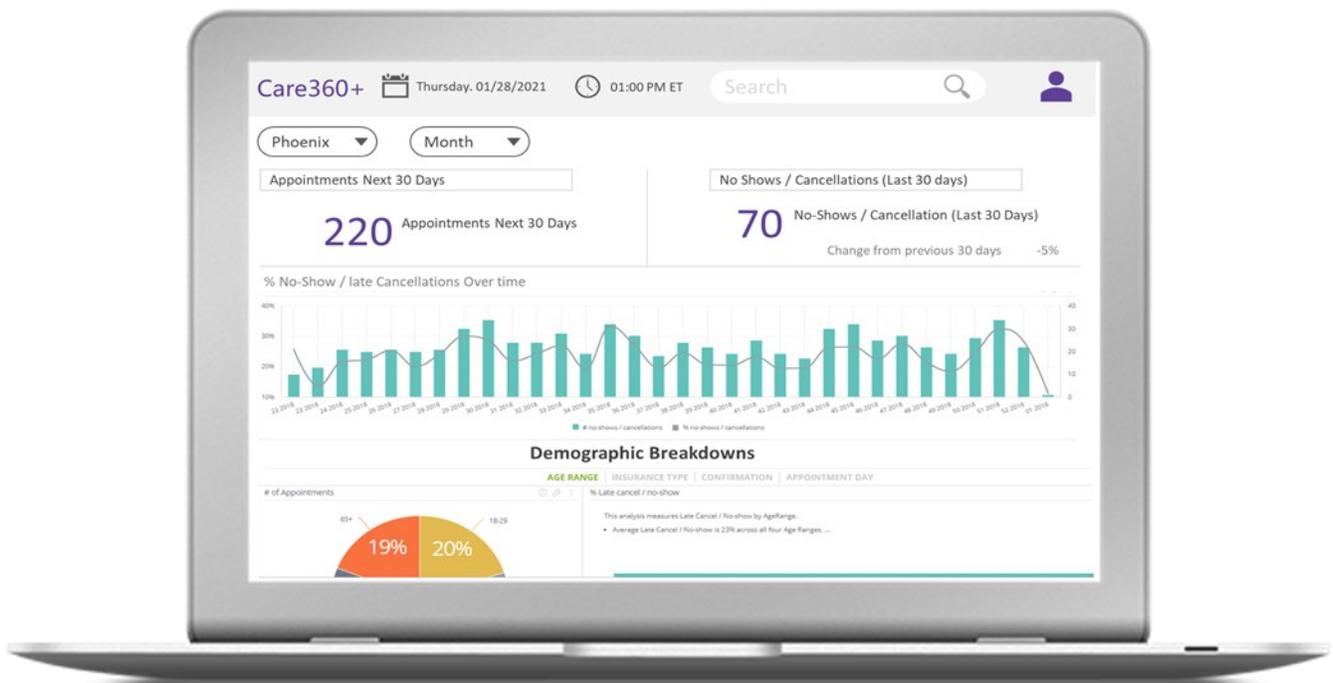
AUTHORS

Bill Podell

VP - Data Analytics & BI

Manish Jaiswal

VP - Sales & Alliances

Amit Jagtap

Technical Architect

Venkatesh Segu

Solutions Architect

CONTACT US

Manish K. Jaiswal

VP - Sales & Alliances

manish.jaiswal@mbisolutions.net

+1 646.644.3049