

# Patient Engage

Win and retain patients by creating the digital experience they expect.

## Overview

Healthfully is a white-label patient engagement platform designed to empower healthcare providers and consumers throughout the entire health and wellness journey. By offering a unified, customizable, and branded digital experience, Healthfully enhances patient acquisition, engagement, and retention.

Providing simple, unified access to healthcare seems almost impossible. The unique differences across care settings create challenges to the continuity-of-care for a broad set of patient segments.

### Healthfully Patient Engage

Healthfully Patient Engage is an omnichannel patient engagement platform that addresses the complete end-to-end online patient experience. It creates a seamless and integrated experiences across multiple communication channels, meeting patients where they are and how they want to engage.

For patients, Healthfully provides: more convenience and easier access to care, improved communications with clinicians, proactive health management tools, reduced wait times, personalized access to health information & education, lower administrative burdens, and greater customer satisfaction.

### For clinicians, Healthfully enables:

Expansion of clinical services online, reduced administration burden, fewer missed patient appointments, improved patient preparedness, increased patient adherence to care plans, and improved patient data collection.

### Organization Flexibility

Healthfully meets the needs of both small specialties as well as very large Health Systems.

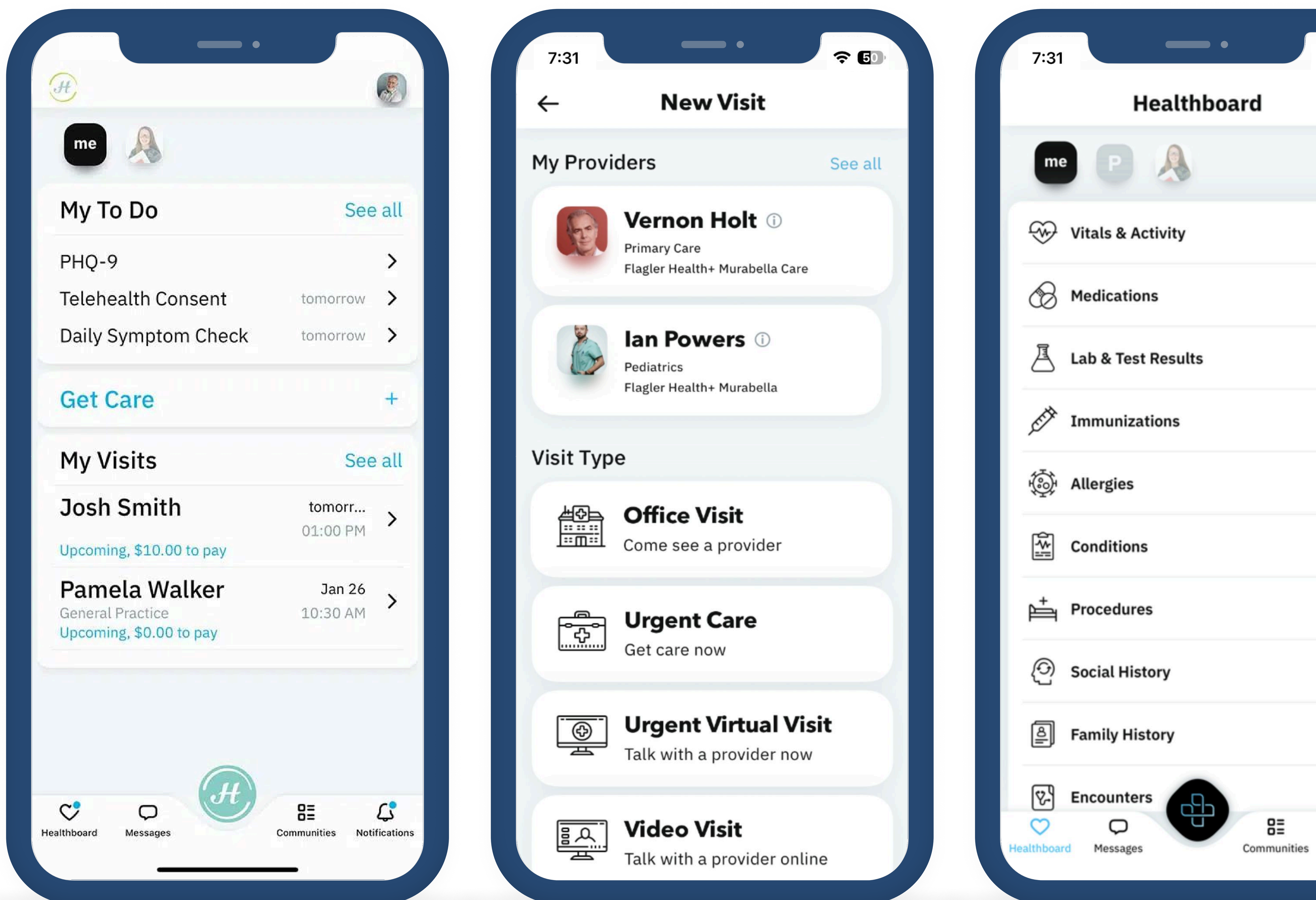
Healthfully data and security architecture enable unique organization, branding, configuration, and software customization per tenant.

Each tenant can maintain its own branding and sub-branding, accommodating multiple organizations, each with different practices and health programs. Role-based access within the tenant structure provides the ultimate control of your organization and health network.



# Healthfully enables service providers to:

- Expand their clinical care delivery online (new or existing service)
- Create a premium digital experience that consumers expect
- Enhance informed decision-making





## Core Features & Functionality

Functionality can be turned-off or turned-on to meet your needs over time

### 1. Intake and Registration:

Facilitates seamless patient onboarding with configurable self-registration, consent management, health program enrollment and the ability to create detailed patient profiles.

### 2. Schedule Appointments:

Enables patients to book in- office or virtual visits based on provider availability, integrating with existing EMR schedules or utilizing Healthfully's built-in calendar.

**3. Smart Screening:** Offers digital forms and screenings through an intuitive administration tool, allowing completion by patients or on their behalf, with customizable out-of-range alerts.

### 4. Notifications and Reminders:

Omni channel notifications and reminders including push notification help reduce patient visit no-shows.

**5. Insurance Validation:** Uploads patient insurance information and validates insurance including the calculation of co- payments.

**6. Credit Card Payments:** Enables patients to make credit card payments for cash transactions, co-pays, and or membership payments

**7. Telehealth:** Conduct seamless HIPAA-compliant virtual visits, ensuring secure and efficient remote patient care.

**8. Secure Messaging:** Provides HIPAA-compliant instant messaging between patients, office staff, providers, and teams, supporting both provider-to-provider and patient-to-provider communications.

### 9. Health & Wellness

**Communities:** Provides numerous possible configurations to support patient content, education, collaboration, social, and peer support.

**10. Patient Portal:** Delivers a certified next-generation portal that meets patient expectations for accessing health information and services.

### 11. Patient Circle-of-Care:

Supports access for patient's parents, loved-ones, care-givers, proxy, legal guardians as well as other roles.

### 12. Bring your Own Device:

Provides patients the ability to connect their devices to the platform, allowing them and their care manager to see all their device data in one place.

**13. Practice Work Space:** Enables clinicians to seamlessly manage alerts, take notes, e- prescribe, generate visits summaries, manage calendar, and facilitate all patient engagement features.

**14. Business Intelligence and Analytics:** Includes tools for report generation and queries, managing any discrete data captured within the platform.

## Optional Features & Functionality

### 1. Remote Patient Monitoring (RPM):

Deploys RPM with a suite of patient engagement tools, including cellular connectivity and individual management dashboards.

### 2. Concierge Services:

Supports premium patient engagement including SIP calls to clinicians, membership management, subscription payments, wellness programs, and consumer device connectivity.

### 3. Care Plan Management:

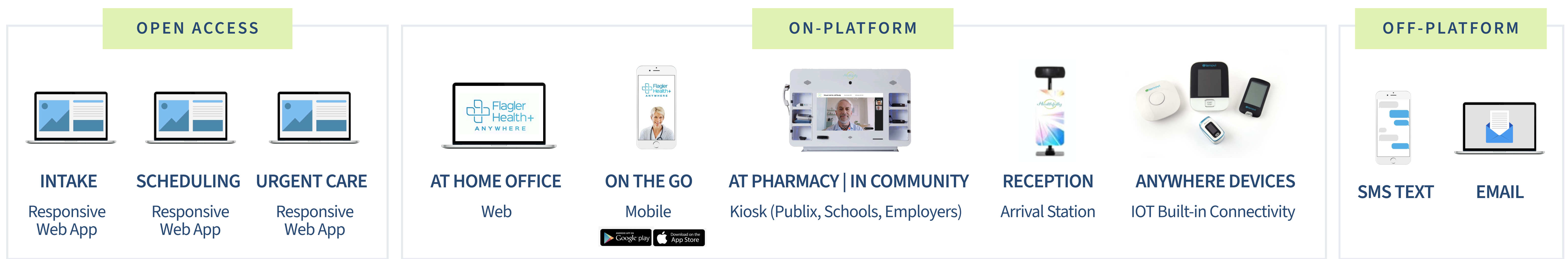
Create multi-clinician patient care plans that incorporate patient needs, goals, to-dos, referrals, assignments, forms, documents, details, due dates, status, and outcomes.

### 4. Care Coordination:

Manage and coordinate patient care through incoming and ongoing on-platform referrals within your organization or network.



# Consumer Omni Channels



Connect with all patient segments wherever they are and however they prefer to engage, through multiple on-platform and off-platform channels.

**1. Open Access:** Healthfully includes a branded public facing responsive webpages that can be accessed directly from your organization existing website. This allows patients to engage specific services without signing in to the platform.

**2. Branded Responsive Web App:** Healthfully includes a branded responsive web app that will work on any devices that can connect to the web.

### 3. Branded Native Apps:

Healthfully's branded native apps are preferred by patients that have more frequent engagements, use connected devices, and wish to connect on- the-go more easily.

**4. Kiosks:** Healthfully extends a physical presence to everyday consumer locations including pharmacies, schools, and workplaces through branded kiosks with connected devices for remote care.

**5. Arrival Stations:** Allow patients to check-in for office-visits and automatically receive notifications when the clinician is ready to see them. Operate without an app.

### 6. Anywhere Devices:

Healthfully's RPM solution includes Tenovi devices, which are Internet of Things (IoT) devices with built-in cellular connectivity that works out-of- the-box. Patients do not need to register, configure, or connect the devices, and they can

### 7. SMS Text & eMail:

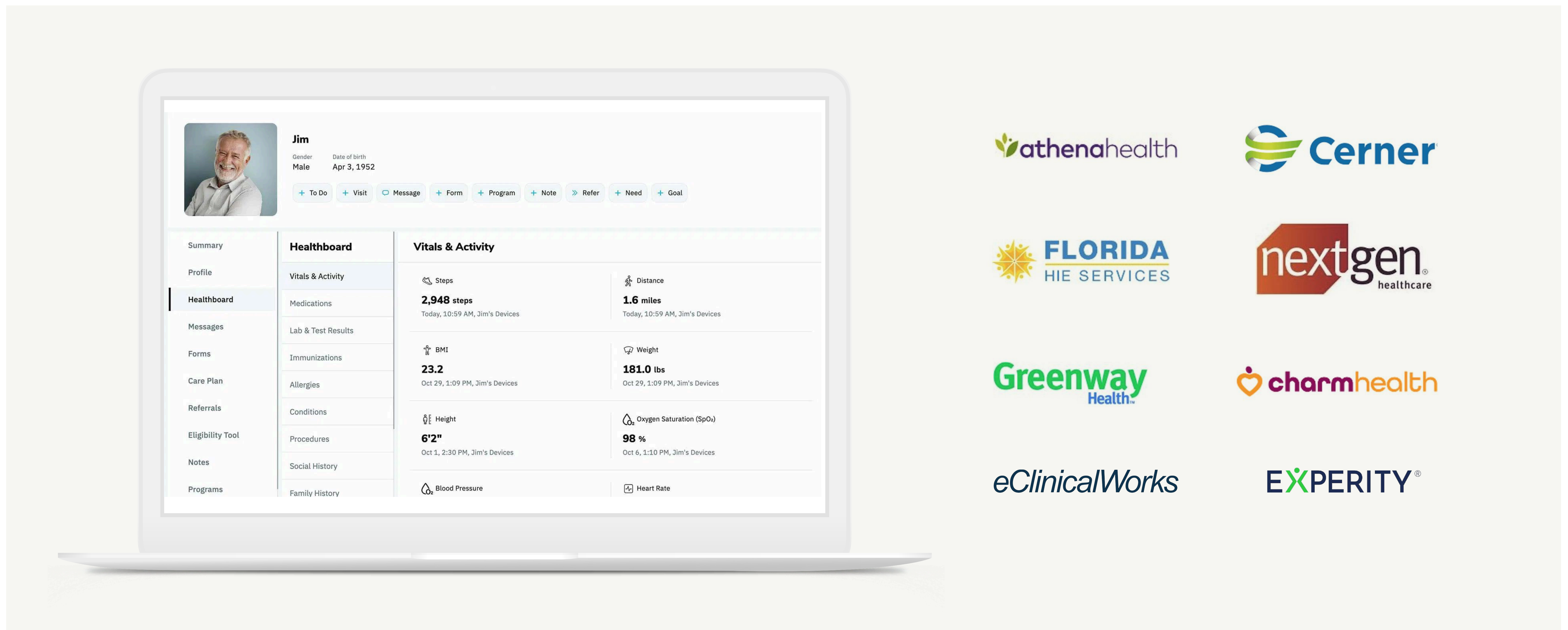
Use healthfully to send out message notifications, alerts, reminders, and campaign notices to patient's preferred communication channels.

### 8. Clinician Channels:

Healthfully also provides a branded responsive web app and native app for clinicians, including SMS Text and email for notifications, alerts, and reminders.



# Integration Layer



Healthfully integration layer supports bi-directional integration with many corporate systems including EHRs, EMRs, HIEs and practice management systems

Healthfully integration layer includes Rhapsody for HL7v2 and other messaging protocols, an Enterprise Master Patient Index for resolving duplicates, as well as, backend integration FHIR(R4) and Json-based APIs. The integration layer is easily extensible to support additional integration systems.

## Healthfully Bi-directional EMR Integration:

- Import of practice organizational information
- Initial Import of existing patient records
- Patient search and submission
- Import of updated patient record from EMR
- Co-payments and postings
- Bill-payments through EMR (Pay Bill, Account Details and Post Payment)
- Get CCD for View/Download/Transmit requirements
- Appointments/Scheduling
- Medication refills
- **Export into EMR patient record information:**
  - Writing documents, forms and images (Driver's License, Insurance Cards) into patient's chart in EMR
  - Write discrete insurance data into patient's chart in EMR, immunizations, and allergies as discrete data if supported
  - Patient forms, assessments, screenings and other documents uploaded as a pdf or xml
- Patient bulk sync



# Implementation

Healthfully can be deployed out-of-the-box within two weeks or customized to meet your unique needs.

## 1. Standard Configuration:

Healthfully is configurable at any time through administration access. Configurable items include: organization, user roles, health programs, forms, assessments, workflow, scheduling, wording, to-dos, notifications, thresholds, alerts, and many other functions.

## 2. Healthfully Out-of-the-box:

Often chosen by smaller practices. Implementation includes: configuration, account setup training and deployment. Often completed within two weeks.

**3. Branding:** Most popular option. Branding of the platform includes customer-branded: native apps, web, URL, emails and text messages. Completed within 40 days.

## 4. Existing EMR Integration:

Integration with an EMR that Healthfully has already integrated to, typically take 40- 60 days depending on the EMR.

## 5. New EMR Integration:

New EMR integrations follow Healthfully's existing EMR integration framework and will take 60-90 days.

## 6. Merchant Account Setup:

Healthfully credit card processing uses a PCI-compliant payment processor. Customer is responsible for entering a merchant agreement with the processor – 20 days setup.

## 6. Custom Development:

The platform supports customer- specific software customizations. These are project-based collaborations based on a defined roadmap.

## Healthcare Market Segments

The Healthfully Platform is currently implemented across the following healthcare market segments:

- Health Systems (small, medium & large)
- Accountable Care Organizations
- Specialty Clinics
  - Infusion Care
  - Chronic Care Management
  - Hospice
  - Behavior health
- University/College Clinics
- Schools Districts
- Community, Wellness and Behavior Health Centers
- SDoH Organizations
- EAP & Employer Health Programs
- Weight loss & GLP-1 Programs





## About Healthfully

Founded in 2016 and based in Los Angeles, California, Healthfully is committed to providing health and wellness organizations with digital health solutions that deliver the best experience to their patients and communities. The company's mission is to simplify the healthcare experience for everyone

For more information, watch a video, or schedule a demo, visit [www.healthfully.io](http://www.healthfully.io)

**Phone: 800-459-2003**

WATCH DEMO

