Patient Experience & Epic

User Experience Possibilities and Best Practices

BEST IN KLAS®
PATIENT PORTALS
2022

Most Used Patient Platform

>160M
active users

>50M
transactions without a login

85M
appointments scheduled

$13.9B
collected electronically

228M
appointments checked-in

>76M
paperless statements

#1 Medical App
in the App Store

4.6 rating on iOS
4.5 rating on Android

Data for CY 2022

Engaging All Patients

Established Patients

Conversion to MyChart active

Patients with Active MyChart Accounts

On Ramps for Patients

Prospective Patients

Unknown Users

Guiding the Whole Patient Journey

Search

- Shopper Estimates
- Self-Triage
- Campaign

Scheduling

- Automatic Estimate
- Open Scheduling
- On My Way
- Scheduling Ticket
- Direct Scheduling
- Decision Tree
- On Demand Video Visit

Pre-Visit

- Insurance Verification
- Visit Payment
- Prepay Discount
- Wait List
- Fast Pass
- Visit Reminder
- eCheck-In
- E-Sign
- Clinical Updates
- Rideshare

Visit

- Preliminary Clinical Estimates
- Alternative Medication Alerts
- No Contact Arrival (Geolocation, Beacon, SMS, APP)
- Welcome (Kiosks & Tablets)
- Waiting Room Updates
- Bedside
- Digital Footwall
- Wayfinding

Checkout

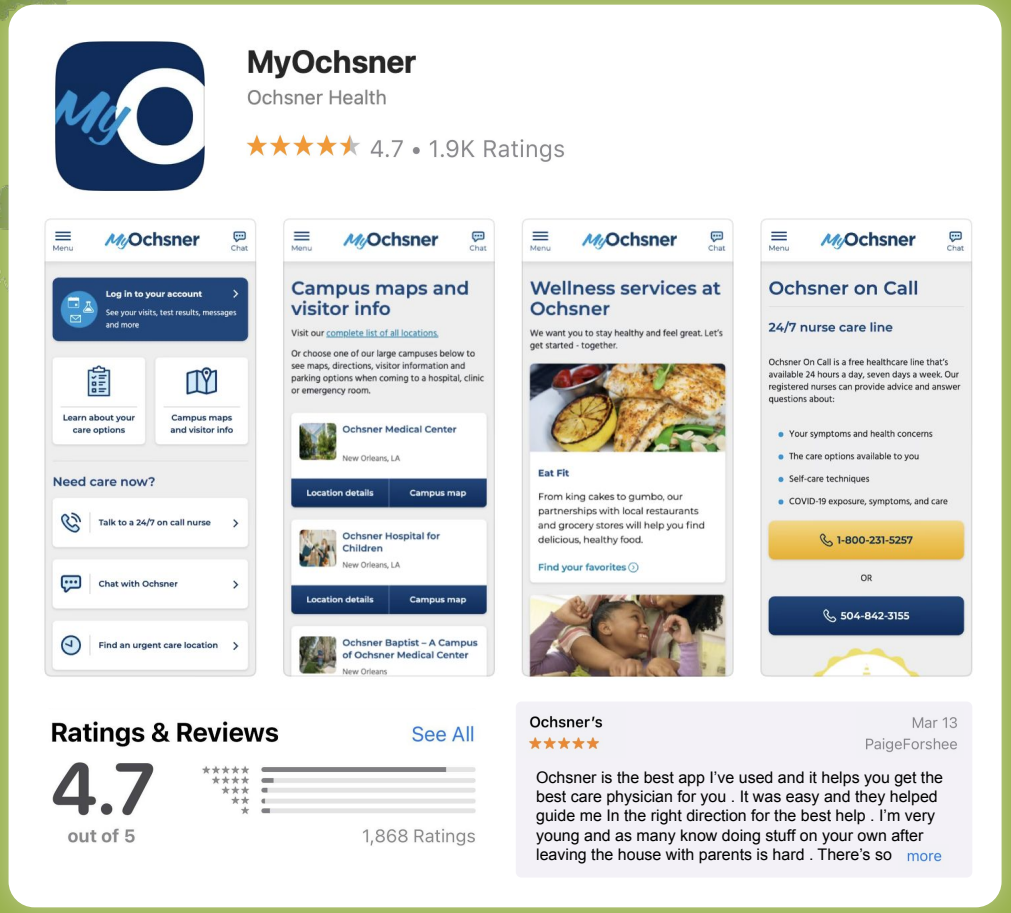
- Follow-up Estimate
- After Visit Summary

Post-Visit

- Balance Notifications
- Text to Pay
- Digital Wallet
- Personalized Payment Options
- Real Time Balance Details w/ EOB
- Payment Plans
- Secure Messaging
- Care Companion

Current

Your Unique Digital Presence -Made Easy

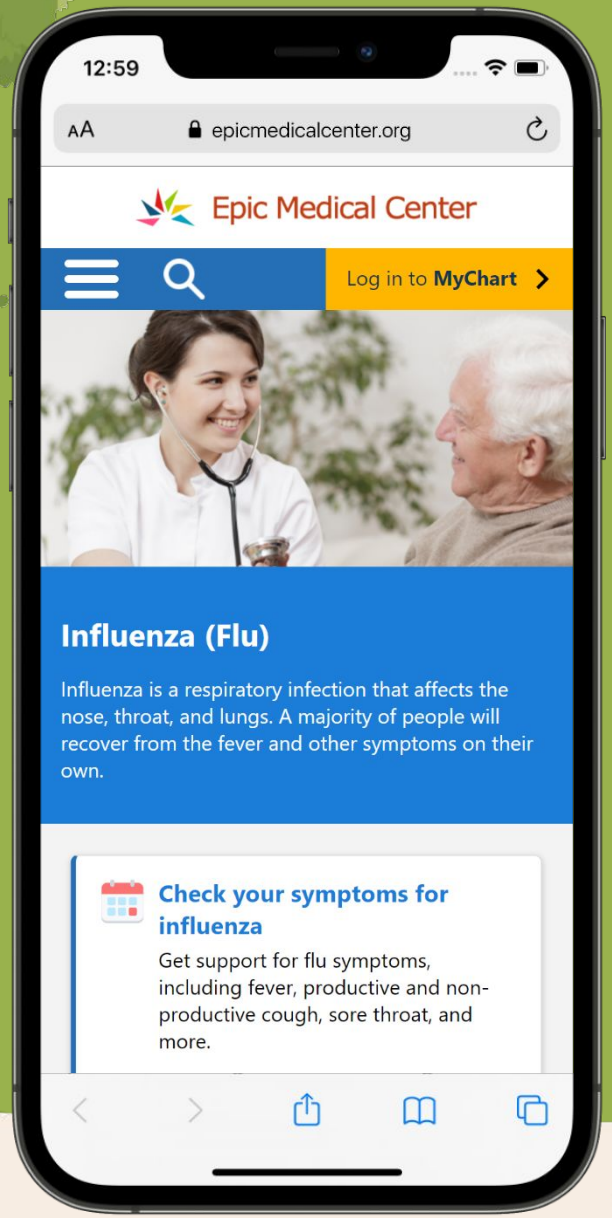


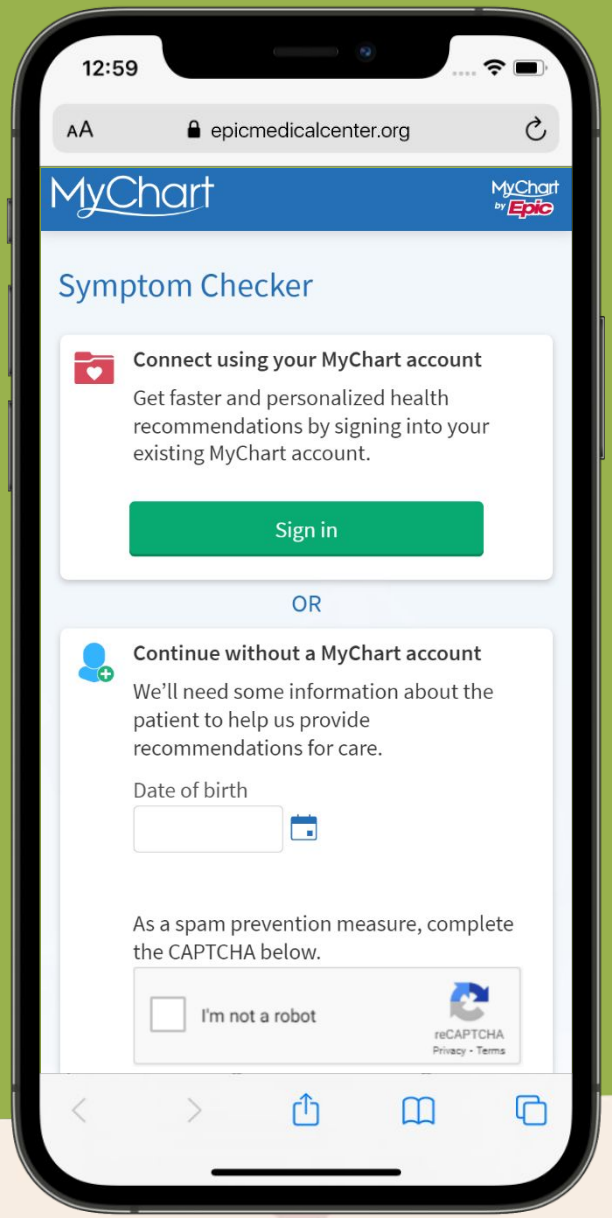
Search

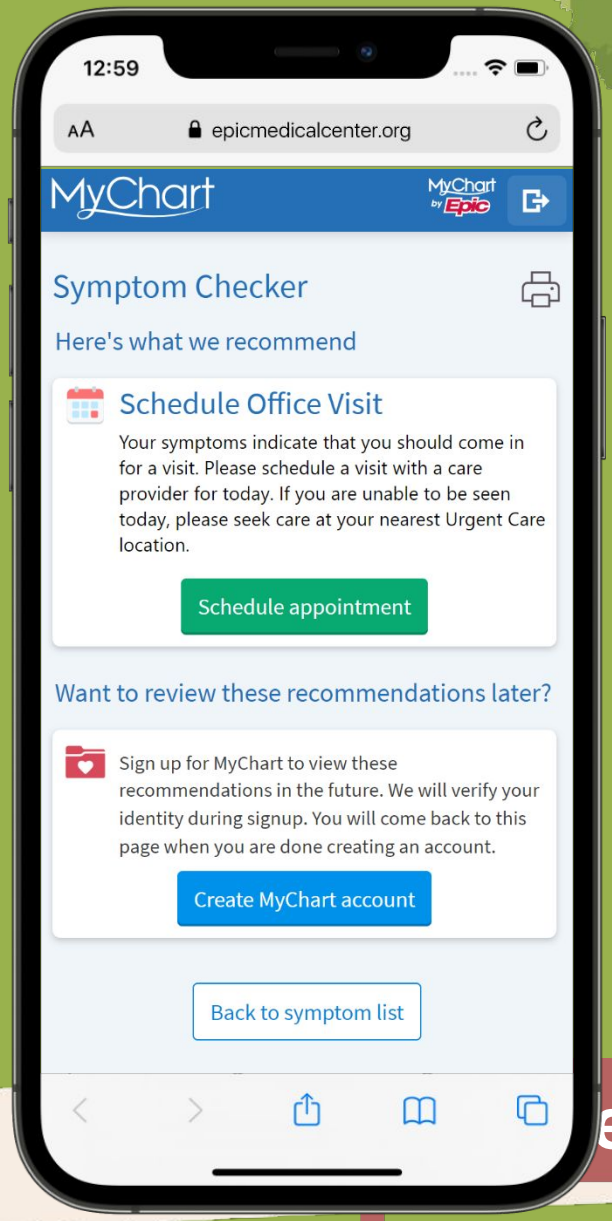
Your *Your* **brand** *Your*

Current

Self-Triage for All







Search

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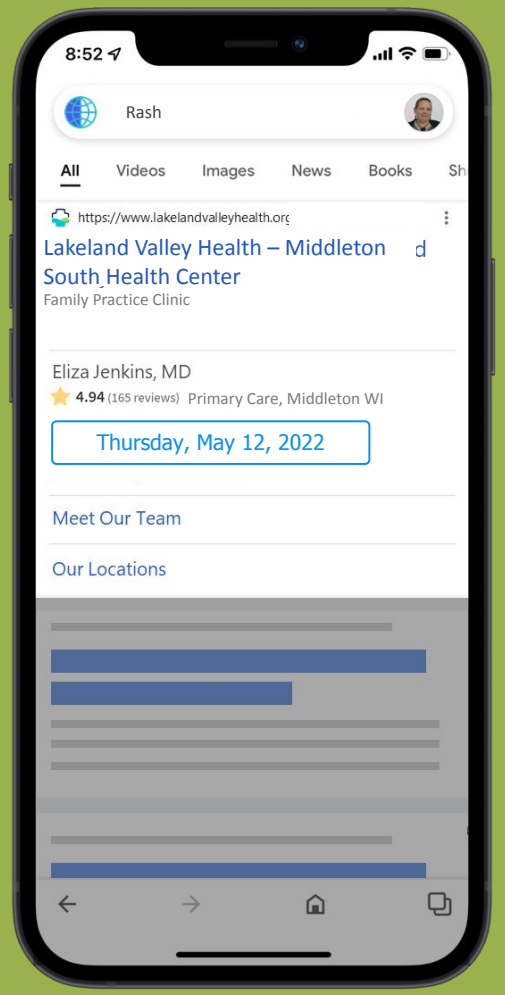
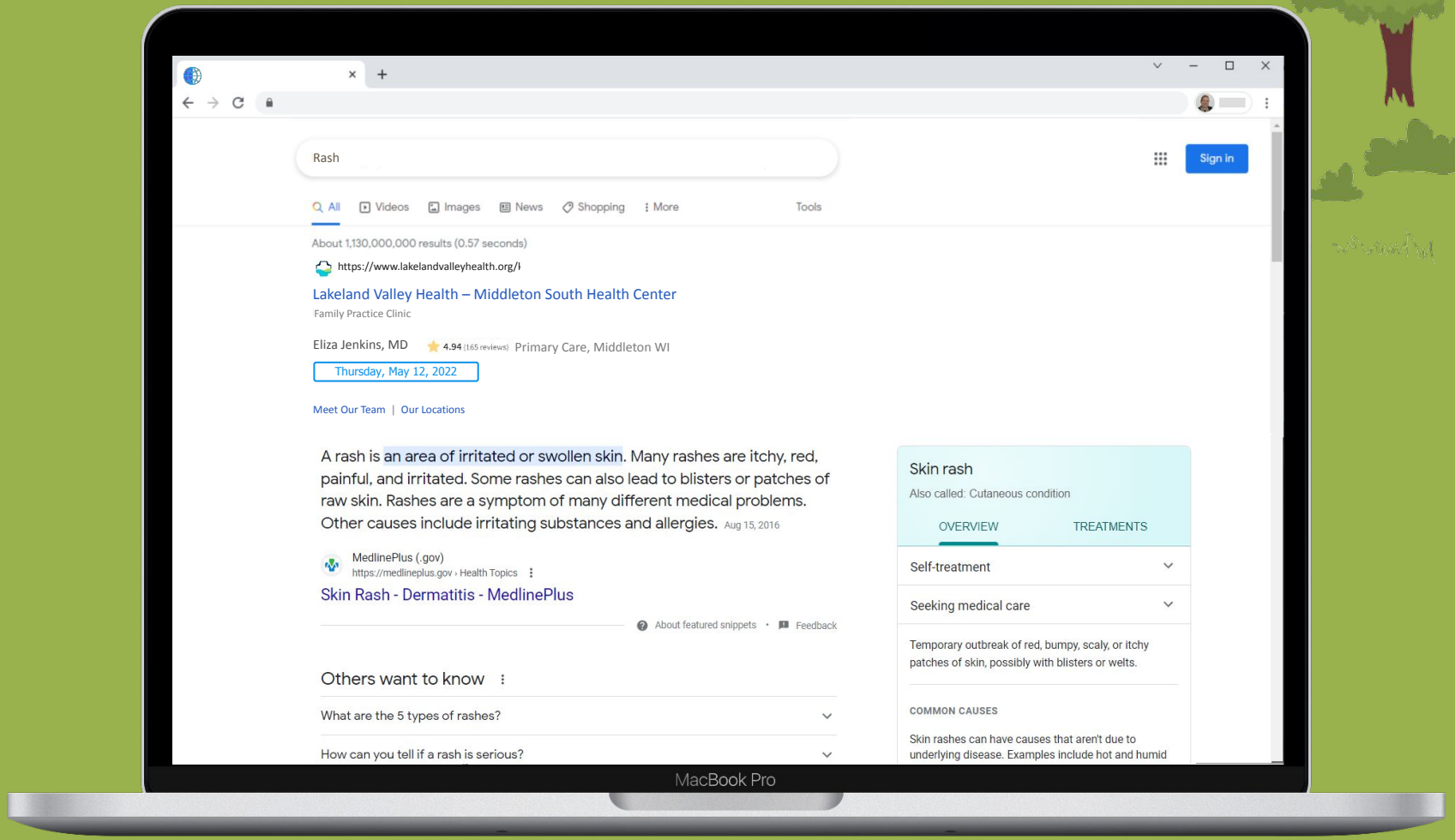
Search Engine Integration

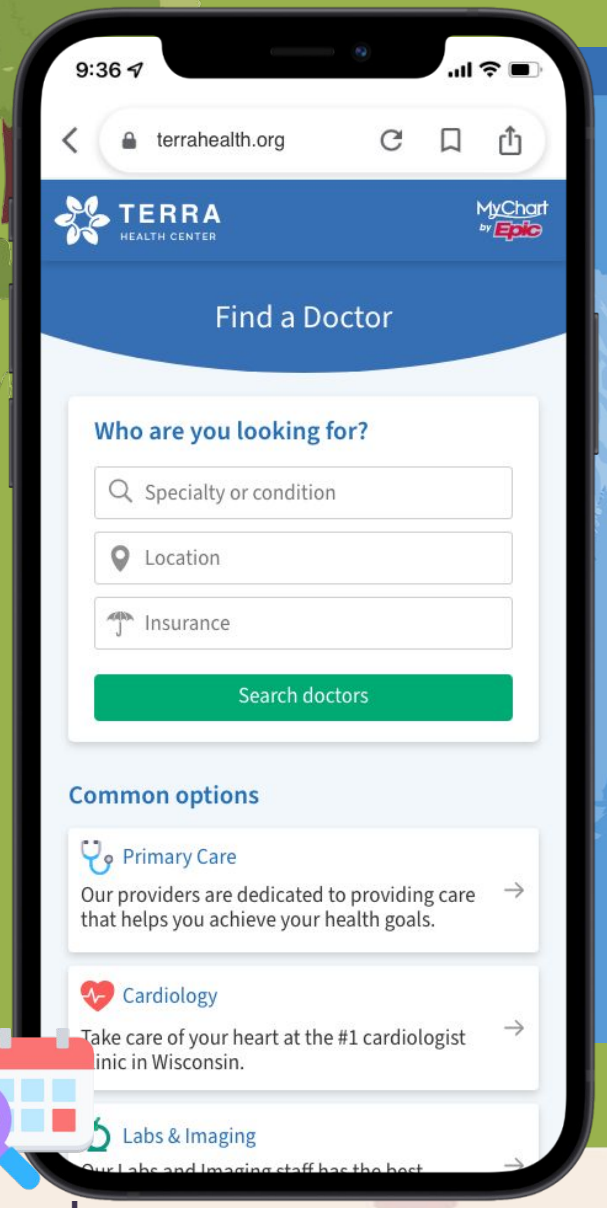


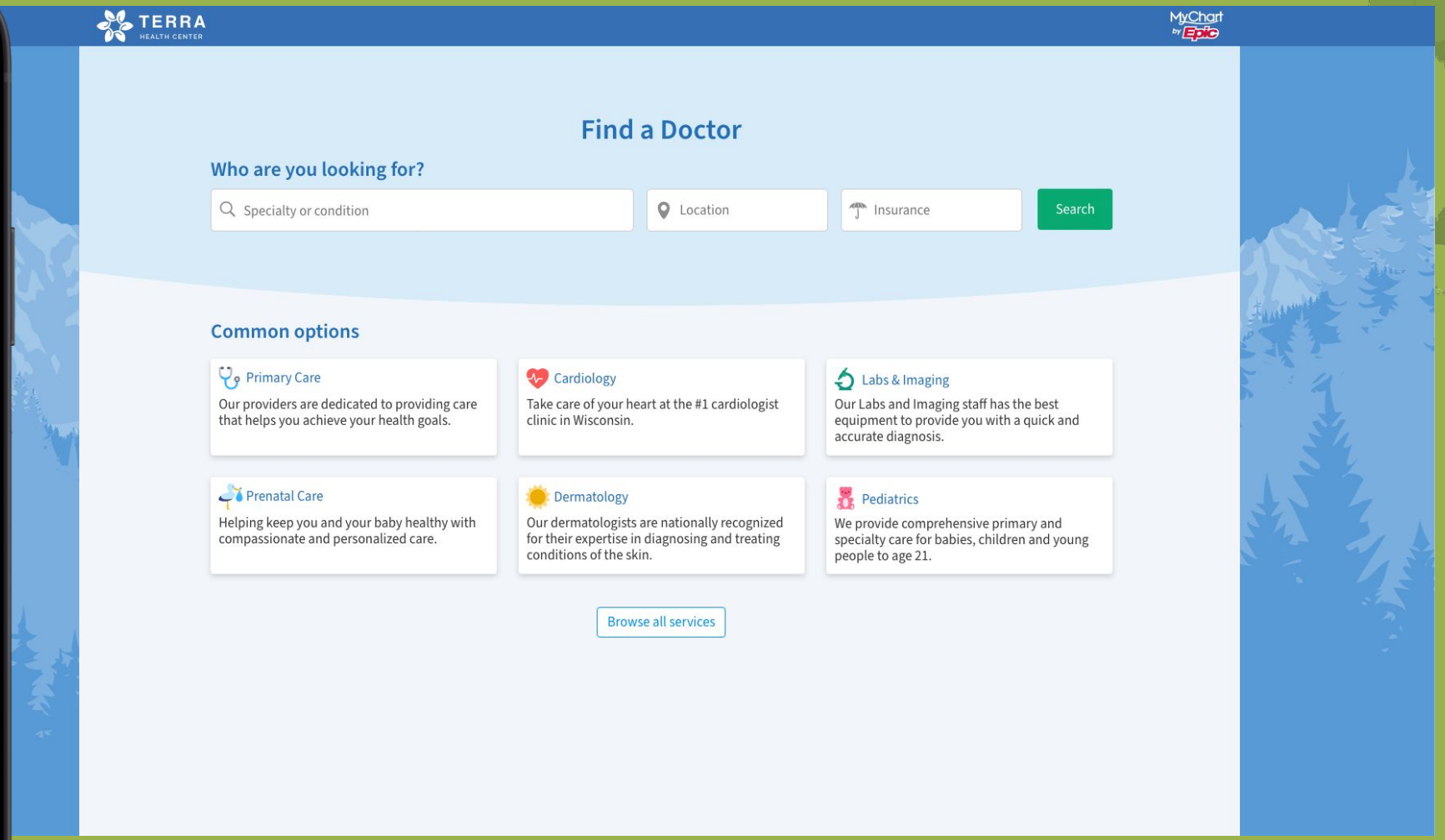


Search

Future

Provider Finder

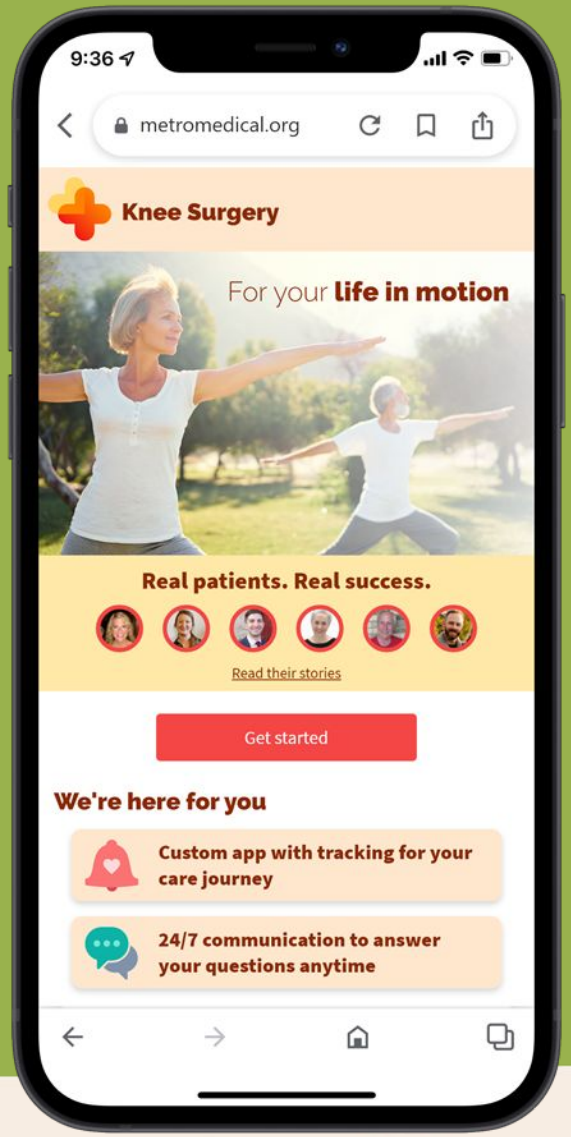


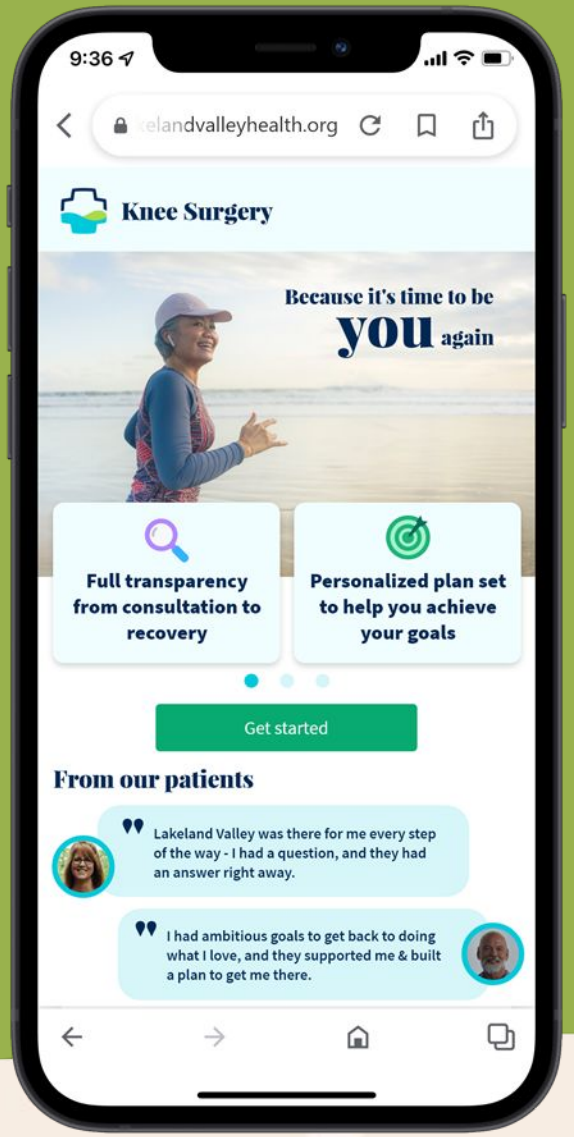


Search

Future

Consumer Microsites





Search

Future

Requires Builder License

Easy, Flexible Scheduling

Texas Children's Hospital

$14 million

annual savings by scheduling 25% of appointments online

AUSTIN REGIONAL CLINIC

65%

of appointments can be scheduled online

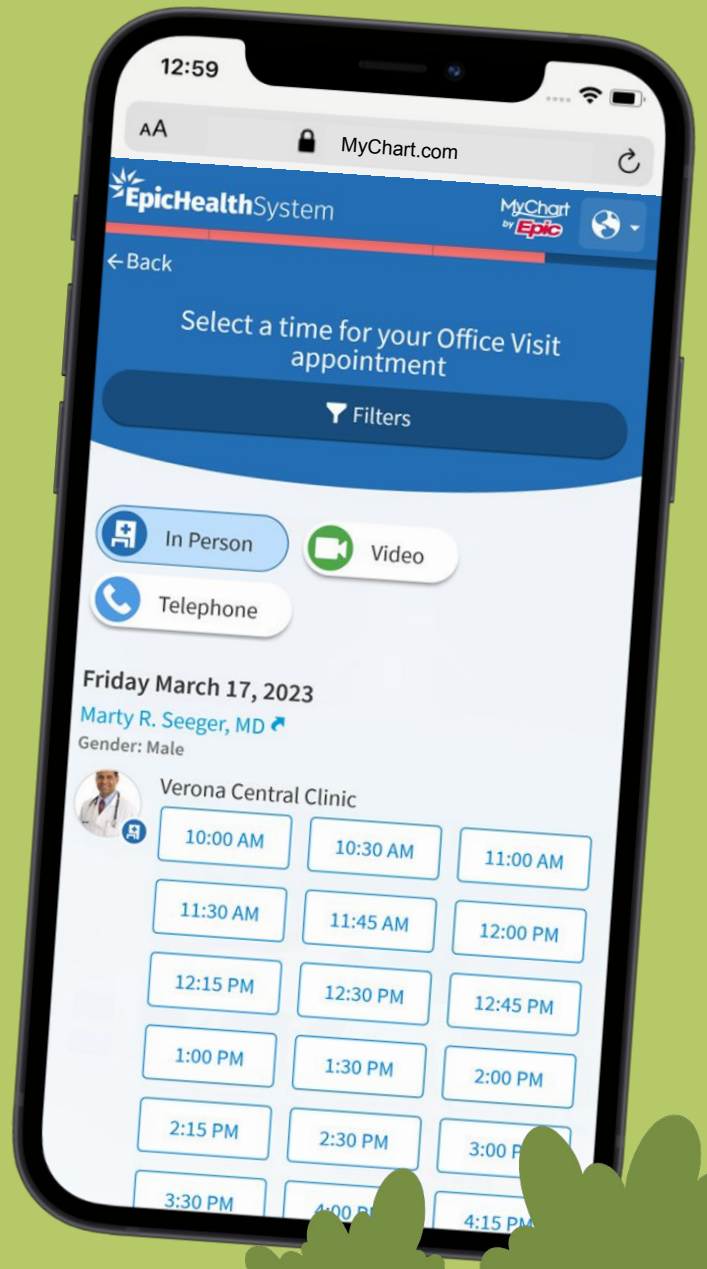
5x

the community average for online scheduling

New patient scheduling

Scheduling by invitation

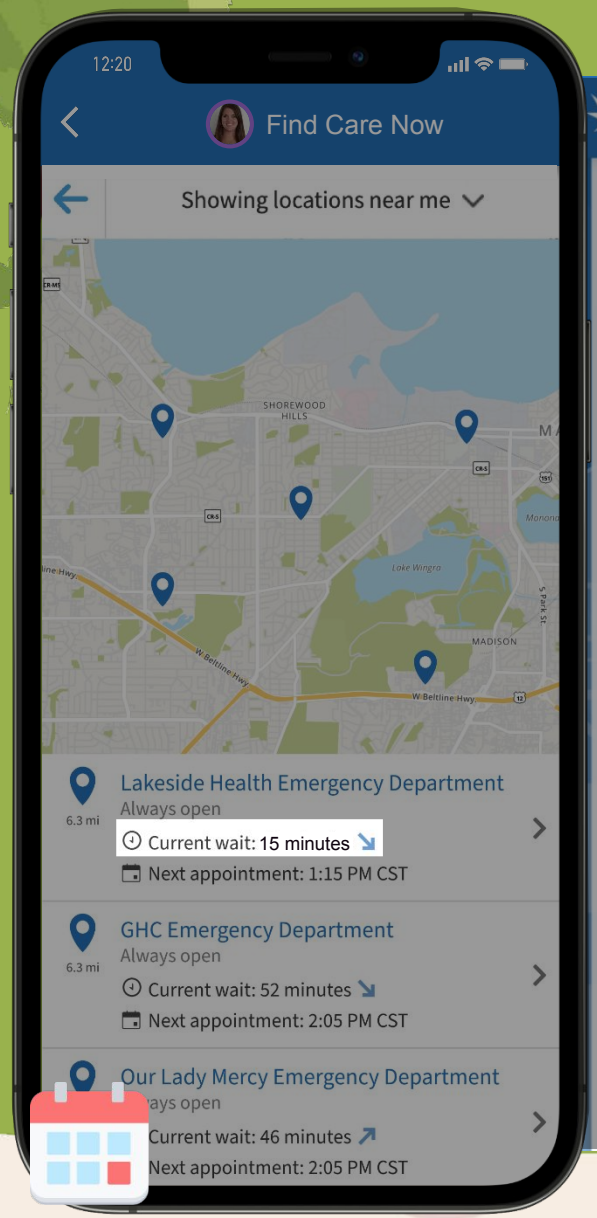
Virtual and in-person options

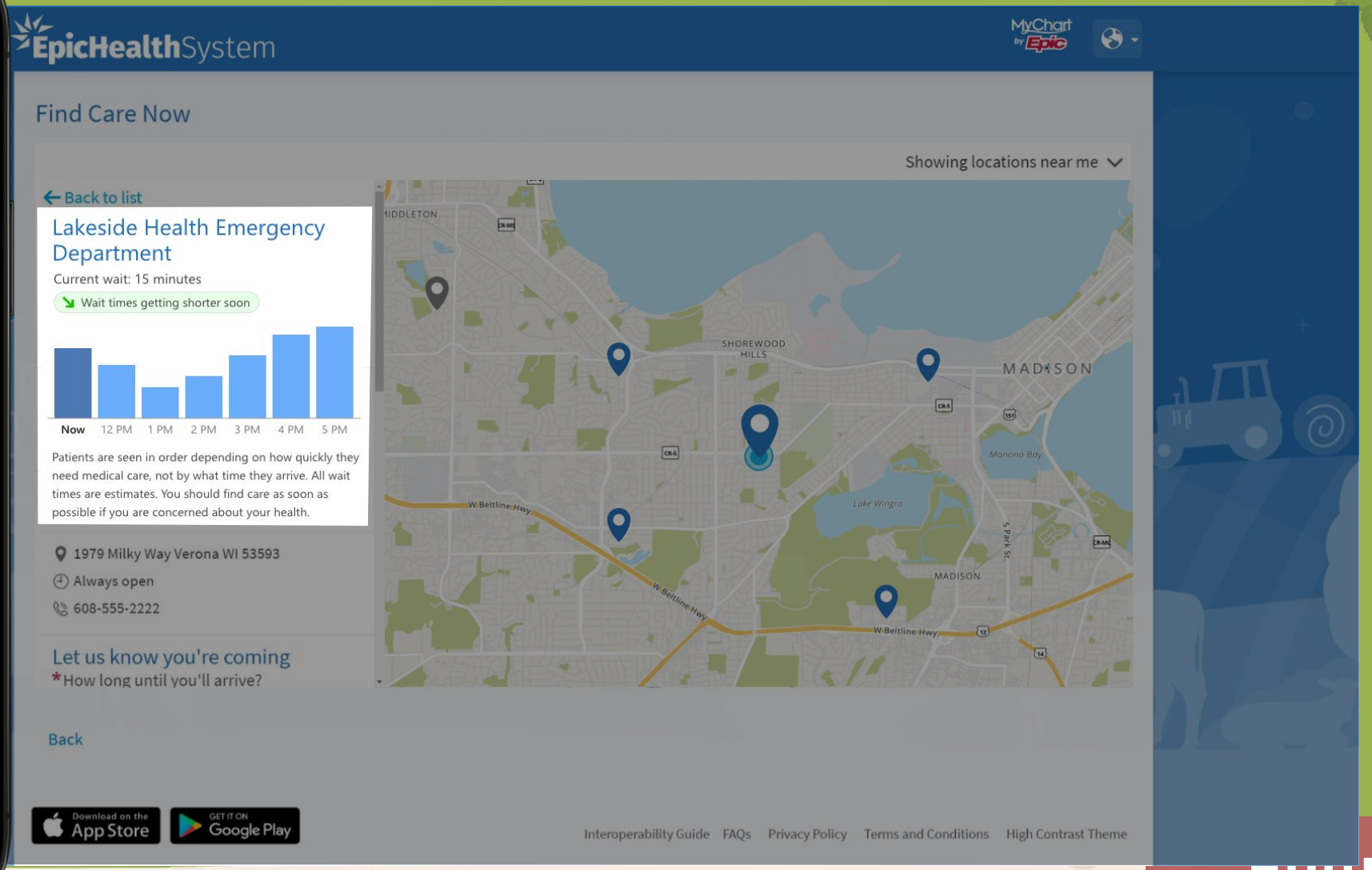


Scheduling

On My Way

Future Wait Time Estimates





Scheduling

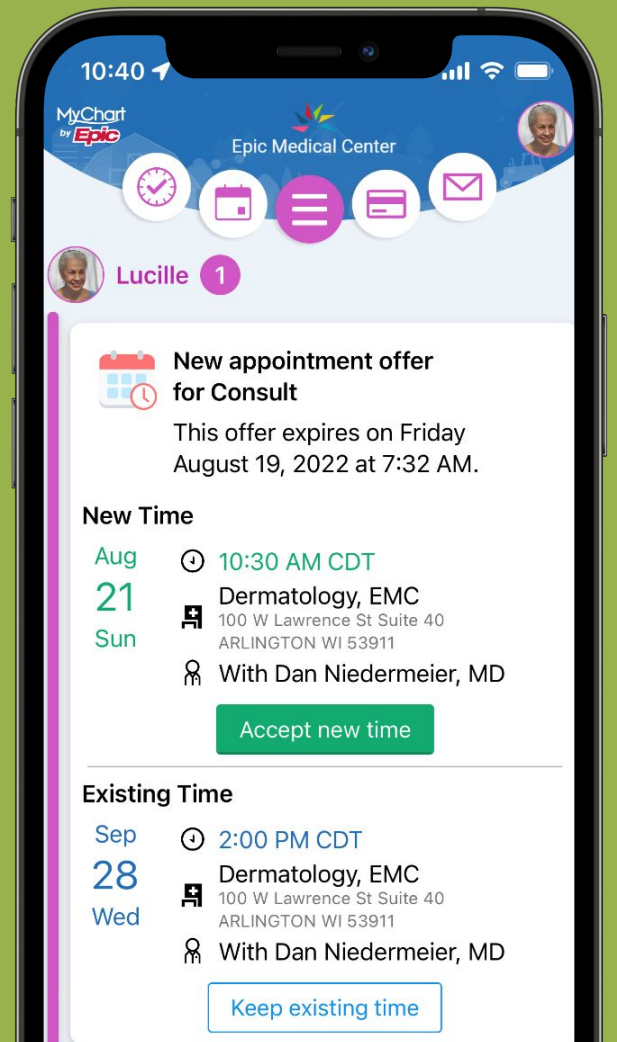
Future

Improve Appointment Lead Time *and* Optimize Capacity

with Fast Pass

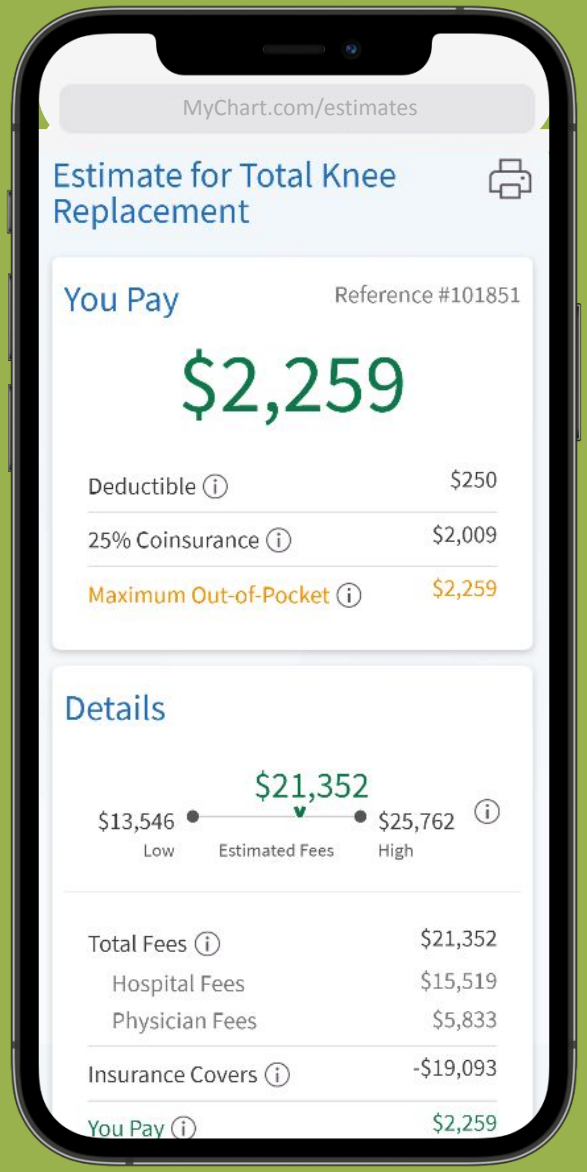
JOHNS HOPKINS MEDICINE

Patients were seen **27 days sooner** on average when using Fast Pass

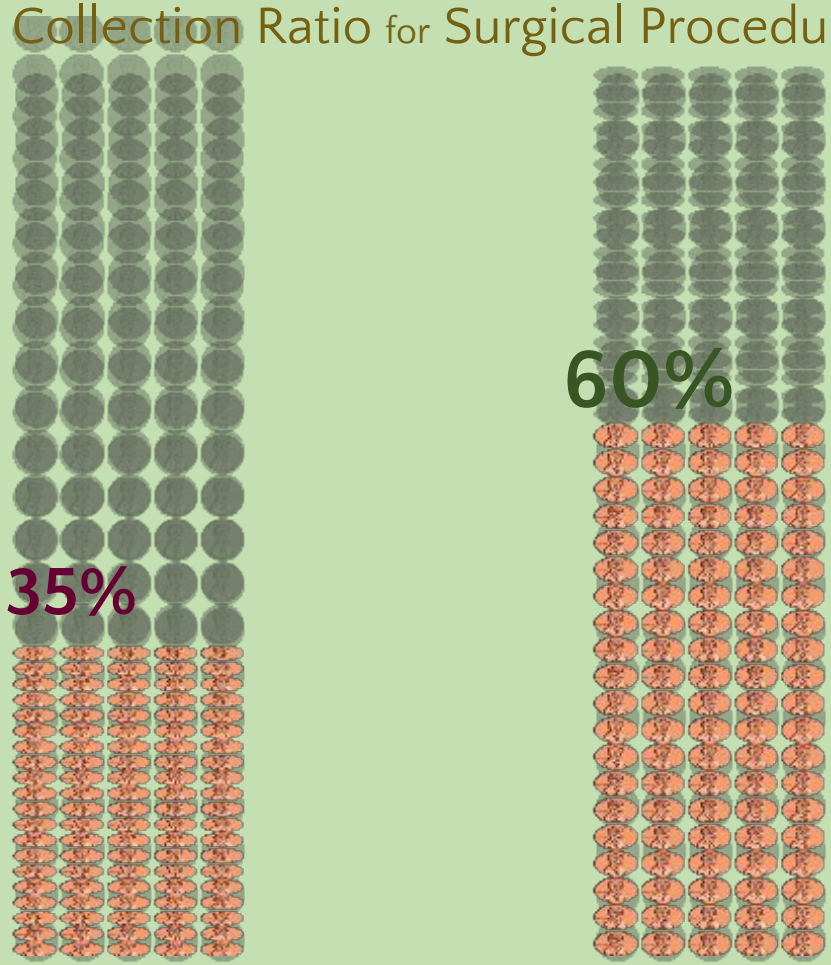


Pre-Visit

Automatic Estimates



Net Collection Ratio for Surgical Procedures



Does Not Have Estimate

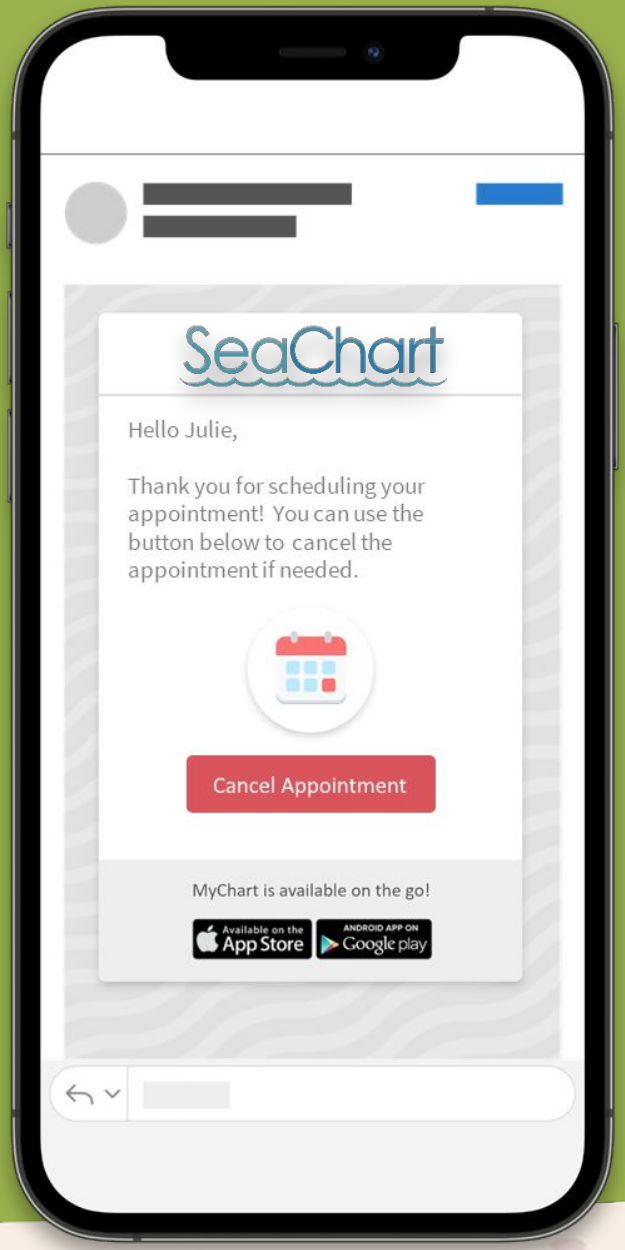
Has Estimate

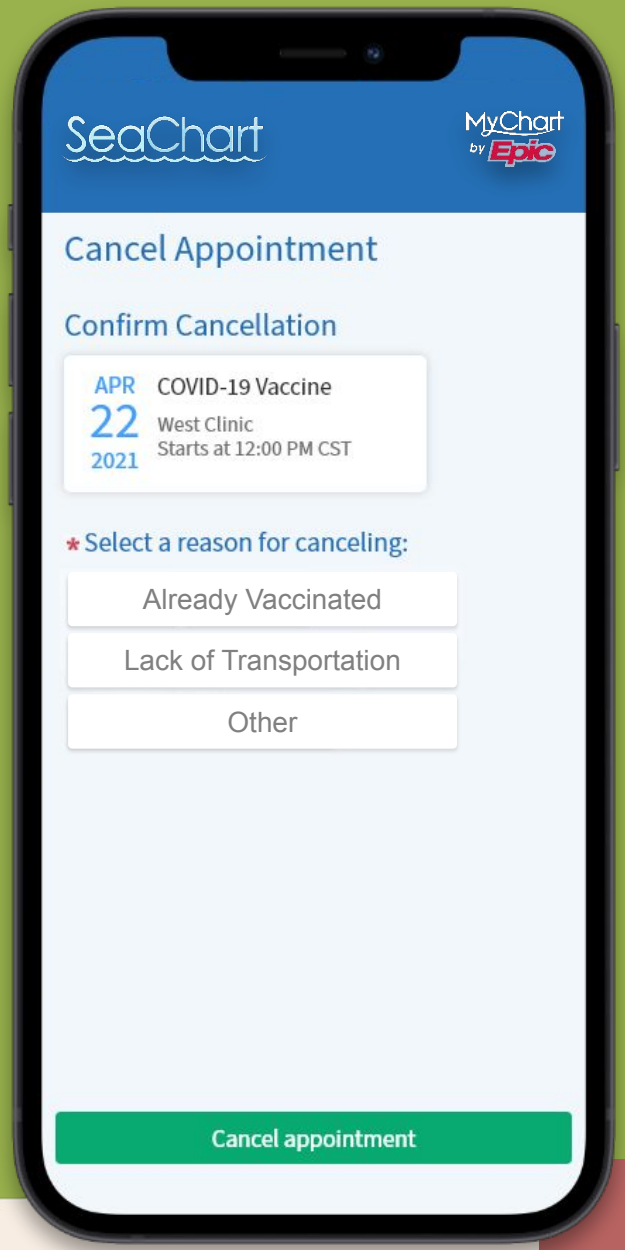
Pre-Visit

Current

Appointment Confirmations

Cancel, reschedule, confirm without an account

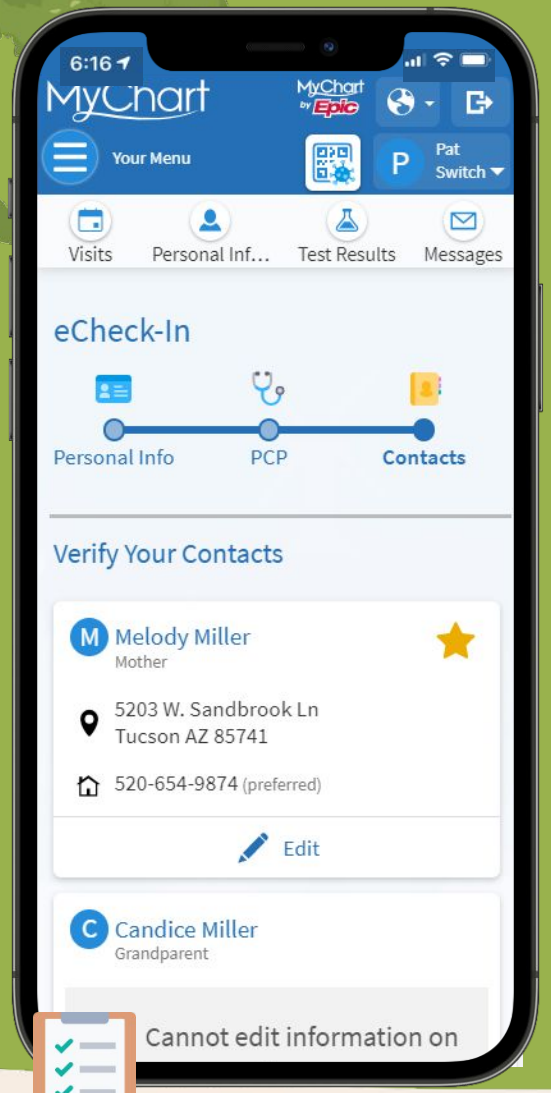


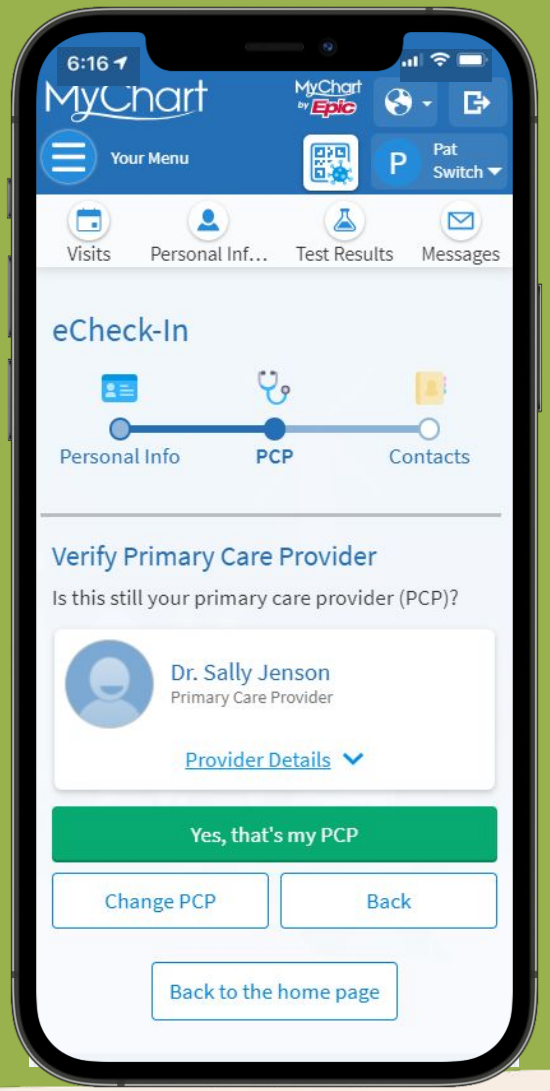


Pre-Visit

Current

eCheck-In for Self-Registration





Available Today:

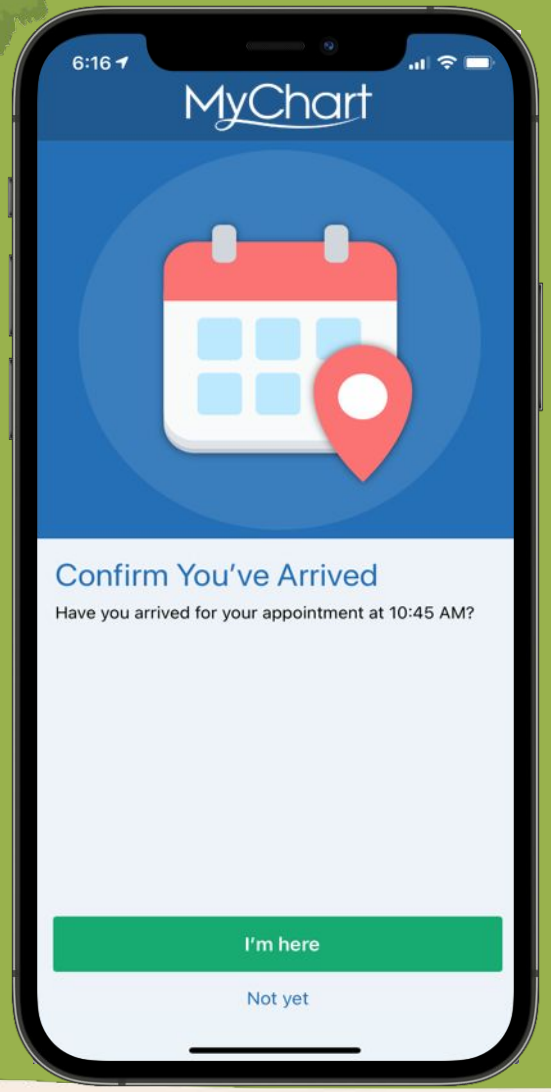
- Demographics
- Visit contacts
- Clinical updates
- Preferred pharmacy
- Insurance update
- Upload insurance card
- Real time eligibility
- Copay and prepay

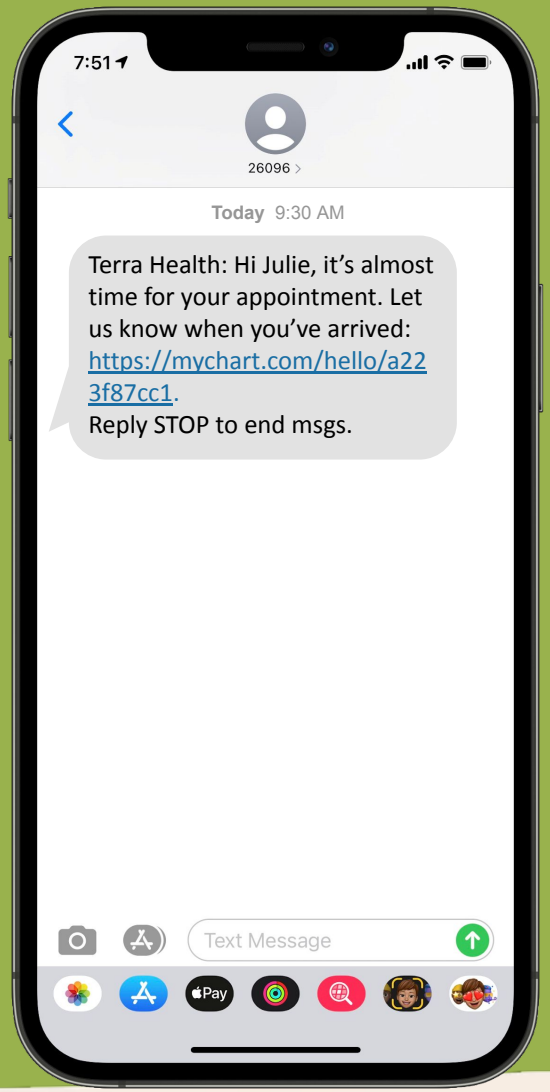
- Apple Pay and Google Pay
- Visit Auto-Pay (SBO)
- E-Signatures
- Questionnaires
- MSPQ
- “for All”
- Hospital Pre-Registration
- ED Self-Registration

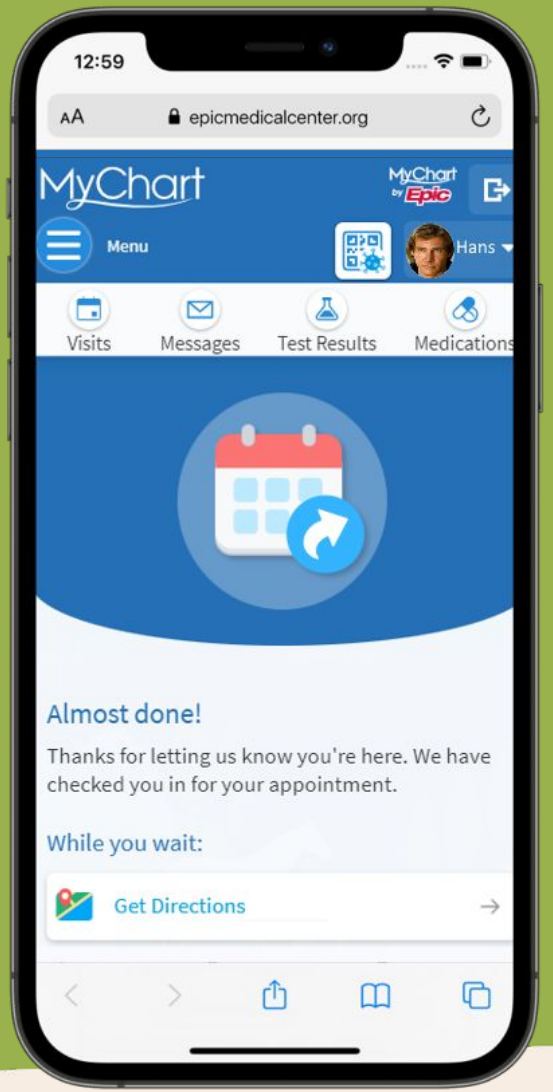
Pre-Visit

Current

Self-Arrivals with Hello Patient







Hello Patient for All

UNDER DEV

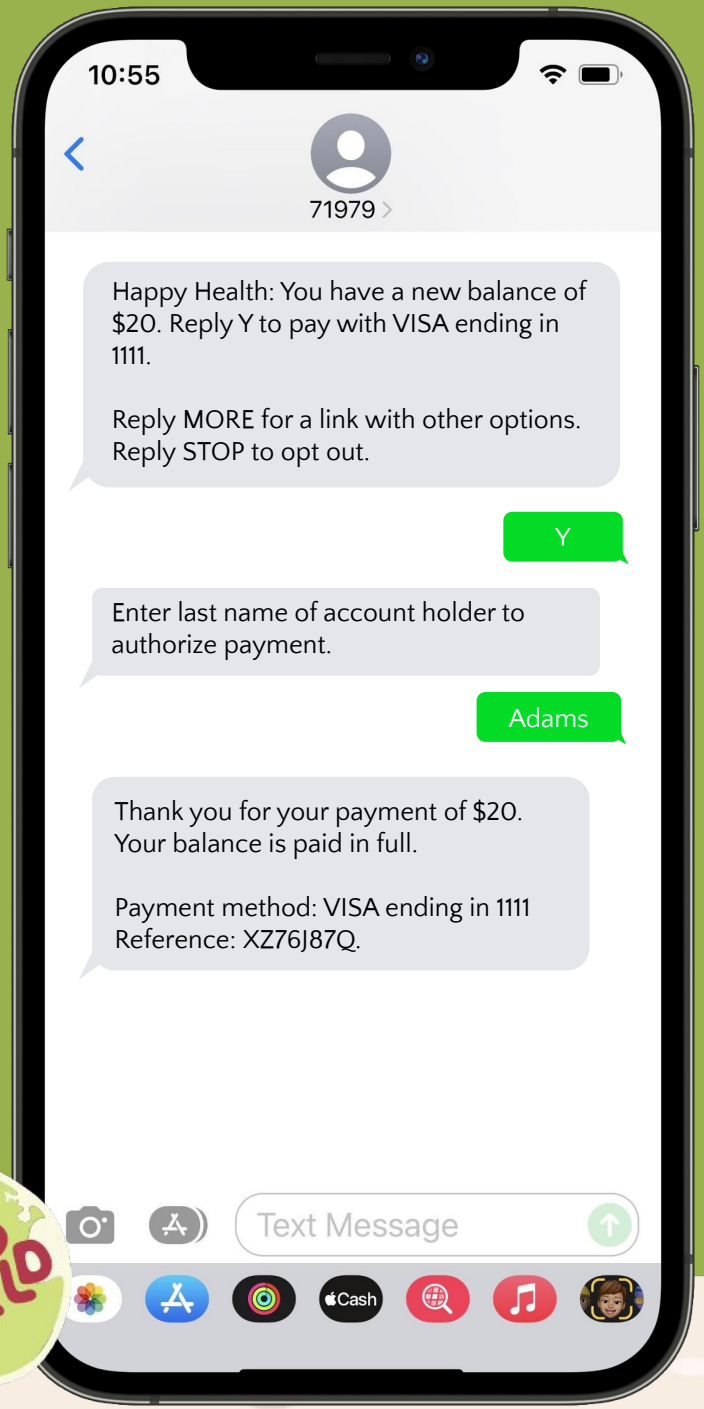
Hello Patient Extensibility

UNDER DEV

Visit

Current

Balance Payments
(with 2-Way SMS)

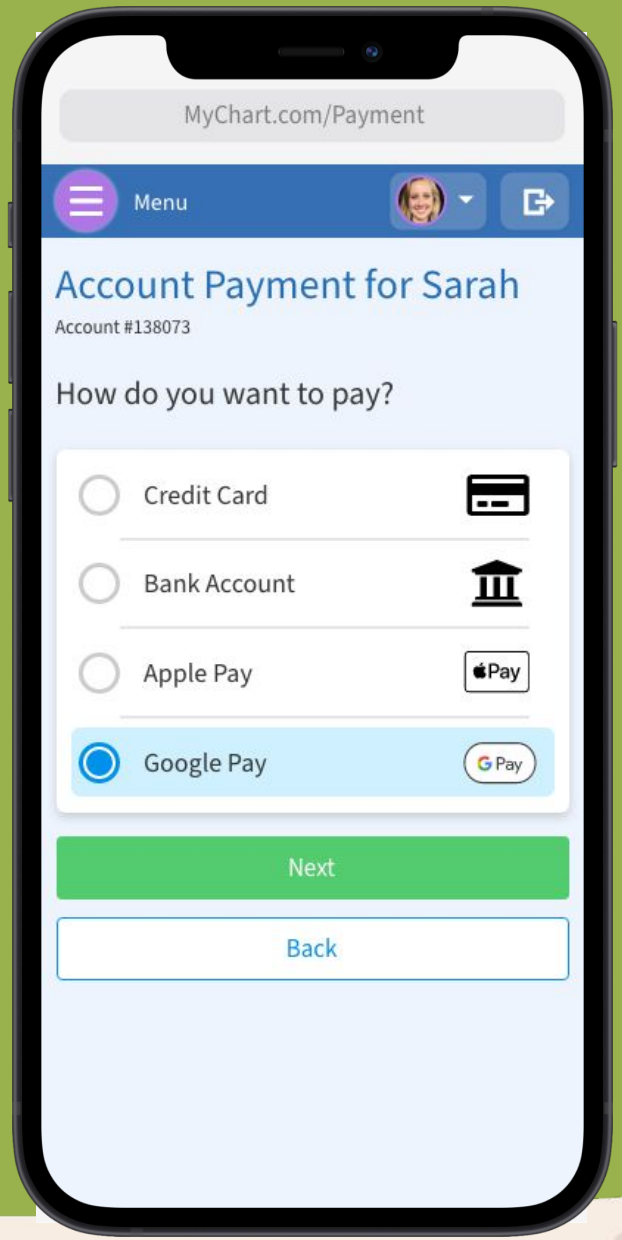


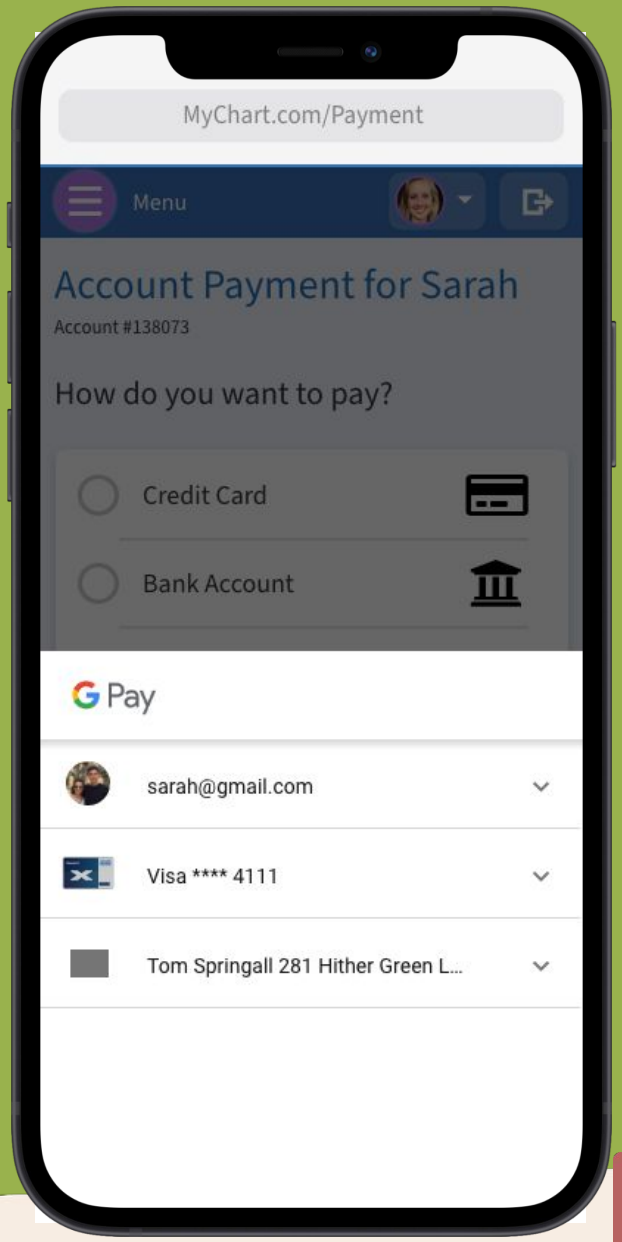
POWERED BY HELLO WORLD

Post-Visit

Current

Apple Pay & Google Pay





Post-Visit

Current

Drop off Analytics

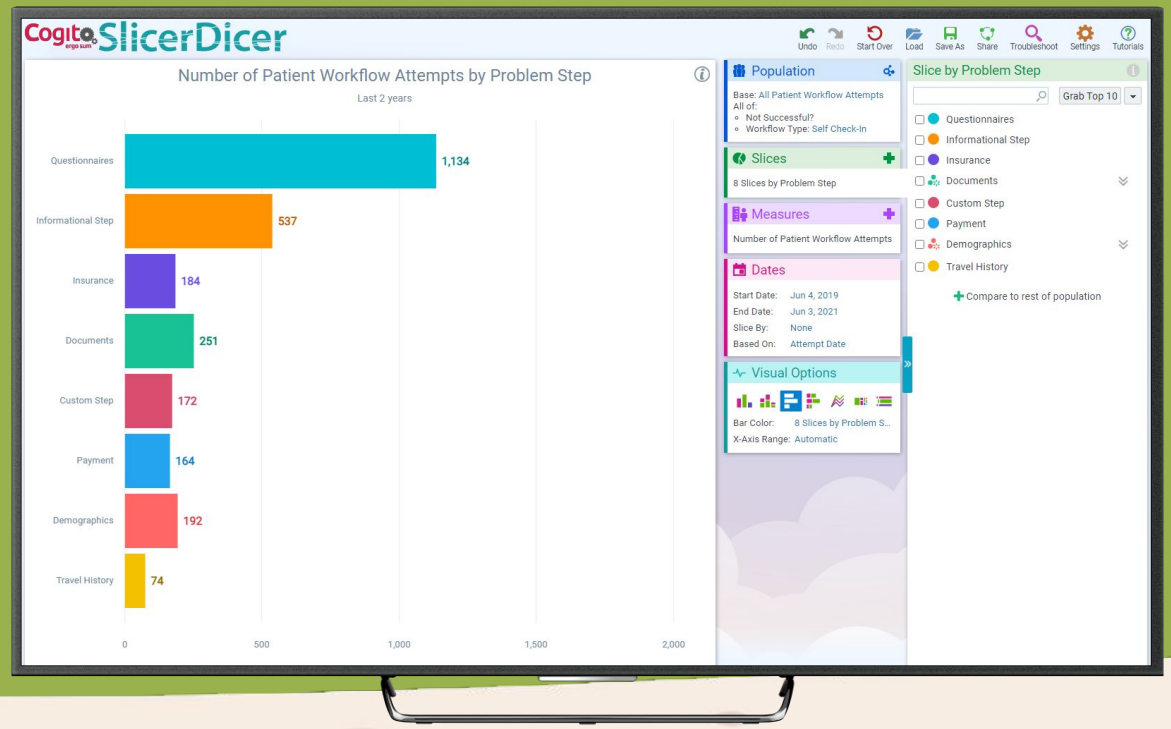
Direct Scheduling
Feb 21

eCheck-in
May 22

Welcome
Nov 22

Hello Patient
Feb 23

Open Scheduling
Future



Post-Visit

Current

Questions?