HENRY SCHEIN MicroMD
PRACTICE MANAGEMENT + EMR

Live Webinar

2022 New Year's Resolutions = Solutions

February 2, 2022

"six more weeks of winter"
- Phil

Agenda

Panelists

Lori Ryan, Henry Schein MicroMD
Paul Mykituk, DrFirst
Hari Prasad, Yosi Healthcare
Todd Stack, Henry Schein

1. Industry Insights
2. How technology improves medication adherence and improving patient outcomes
3. Patient convenience & patient journey
4. How telehealth has evolved from 2020 to today
5. Tips & Tricks for less clicks in 2022

Healthcare Consumerism

2018 Deloitte Survey: When searching for a new doctor or medical professional, what factors are most important?

COST CONVENIENCE REPUTATION

78% of healthcare purchasing decisions are driven by experience

It is no longer a decision <u>if</u> practices have to embrace change –
But ***<u>how quickly</u> they can refocus their practice to optimize their success.***

<u>MicroMD Webinar Series:</u> 2022 New Years Resolutions= Solutions

Goal to share industry insights – discuss the real challenges faced by practices, and offer ways practices can modernize their processes, simplify and customize workflows, and better connect with patients to drive future success.

The patient's experience or "patient journey" is more important than ever!

DrFirst
Unite the Healthiverse™

RxInform:
MicroMD

Increasing medication adherence

02/02/2022

Adherence Challenge

Non-Adherence Rates		
	1st Fill	Overall
Overall	24%	40%
Gastro	30%	45%
Derma	20%	41%
Ophtha	17%	55%

$300 billion costs

50% treatment failures

125,000 deaths

25% hospitalizations

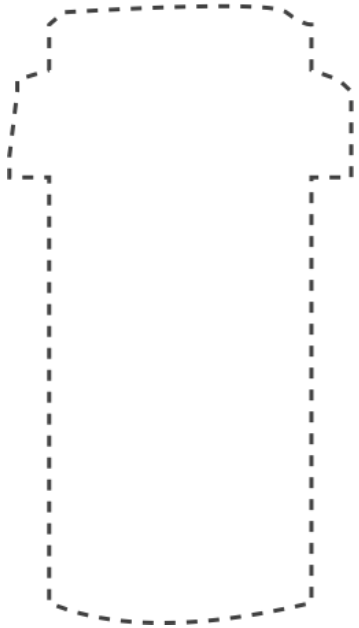
Rx Abandonment Solution

1 in 4 new prescriptions are never filled

Concerns over efficacy or side effects

High copay or deductible

Procrastination or forgetfulness



Our proven model

Timely

- Moments after Rx is written

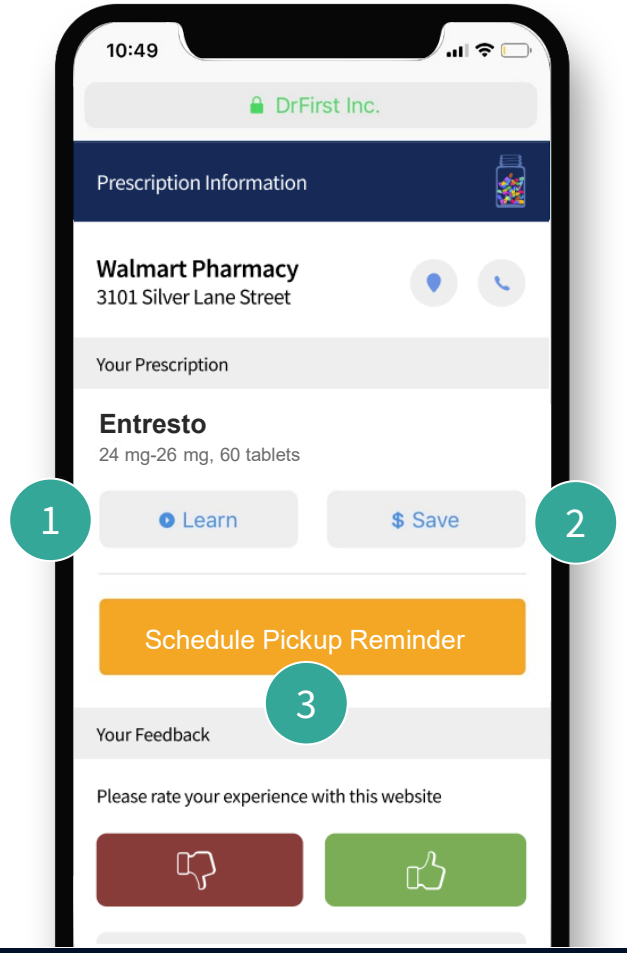
Actionable

- Clickable link to secure site

Personalized

- Customized for each patient

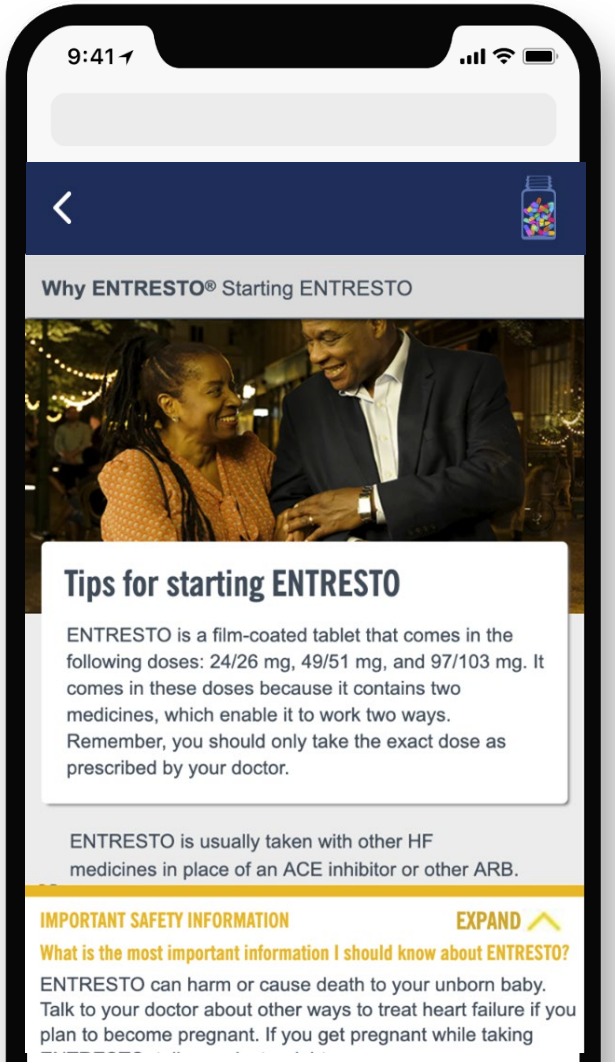
Increasing patient access to medications



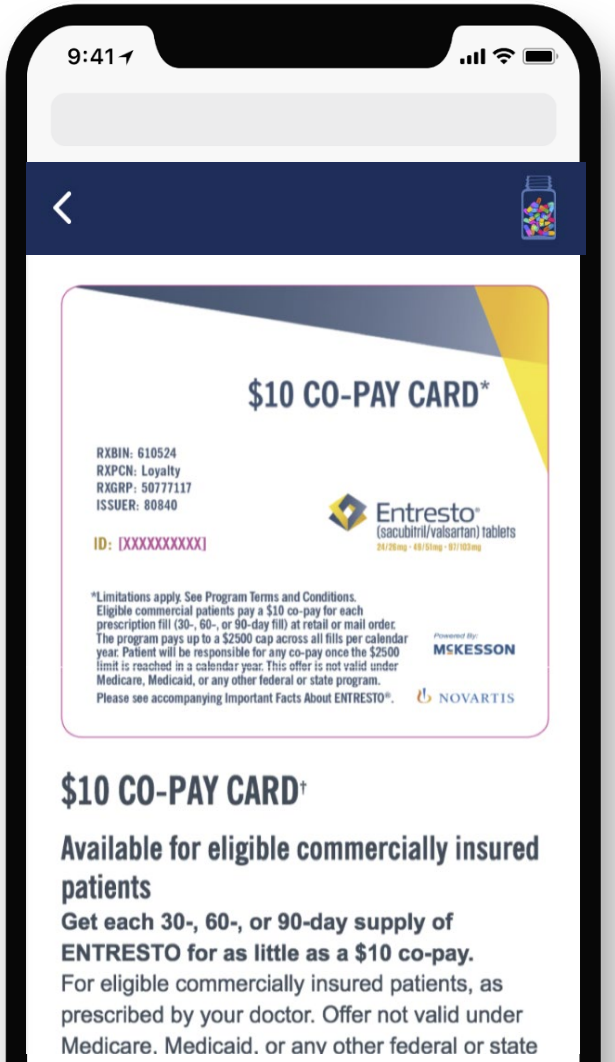
1. **Learn:** Address clinical concerns
2. **Save:** Overcome financial barriers
3. **Act:** Commit to pickup prescription

Increasing patient access to medications

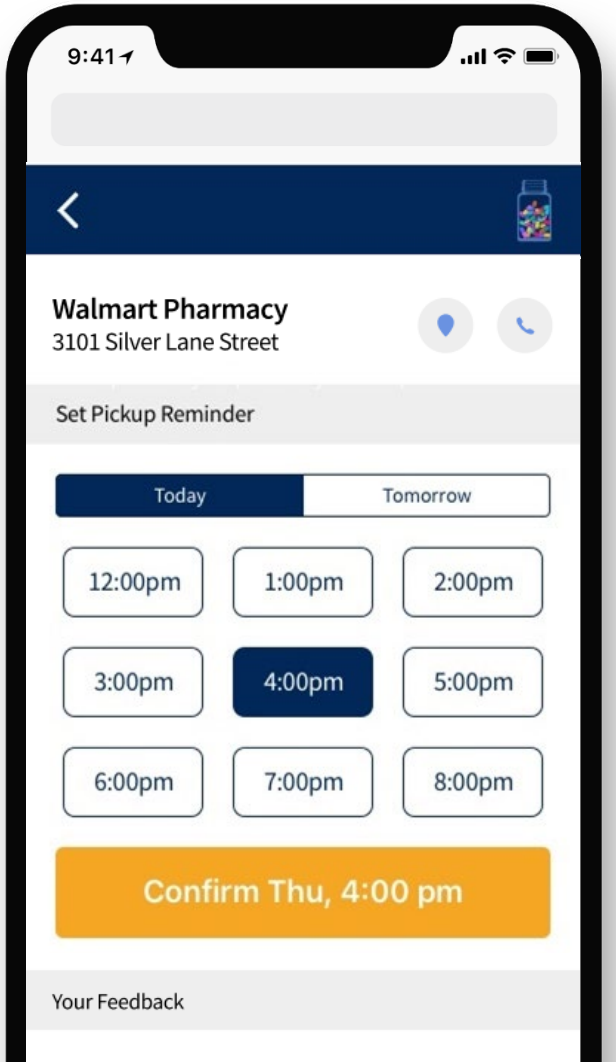
Learn



Save



Act



Over 125 million patient encounters...

80%

Messaged

Most patients are reached

60%

Engaged

Very high click through rates

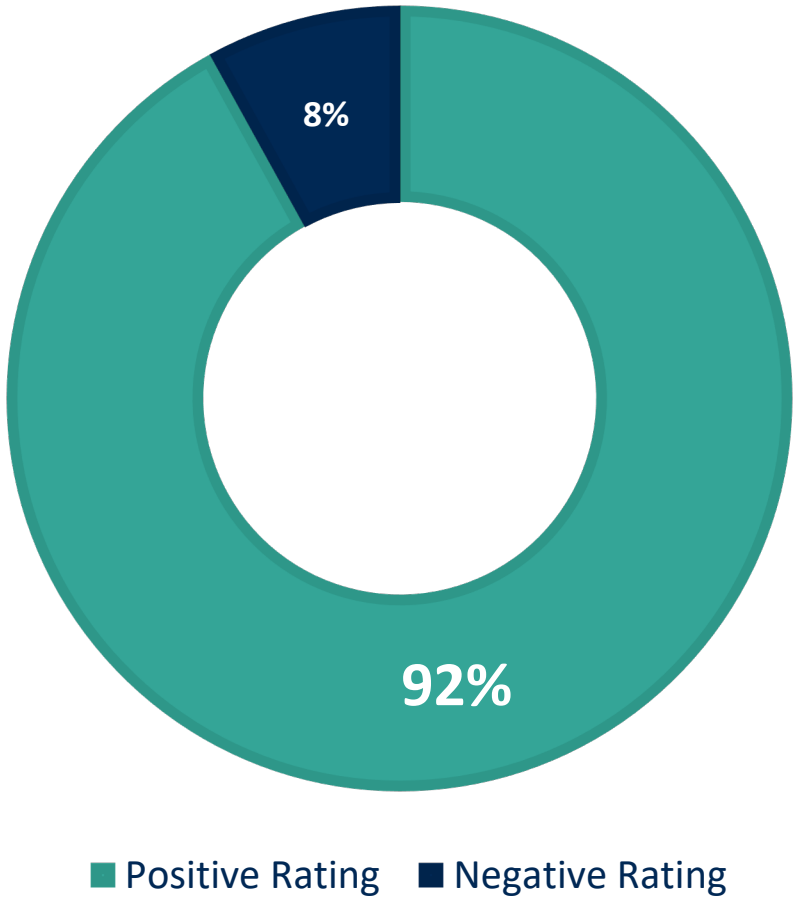
99%

Retained

Opt-out rate less than 1%

…and patients love it!

+5M Patient Ratings



Love this!
Awesome thank you
Awesome
No improvement needed :-)
Perfect
Convenient and fast
Fast
This was a great idea thank you very helpful and easy to use
This was so easy. Need that filled and you did great
I like it. It's easy and makes sense.
It's all good
Easy to use and get feedback
Great to see what is prescribed to which pharmacy. Good job!
Easy
No improvements at this time
Nice

Prescription Processor

PETER T PAXTON [Male, 66 years, DOB: 6/21/1955] **Scripts [1]**
> Prescriber: Paul Primary, M.D. **Written Date: 1/25/2022**

☑ **azithromycin 500 mg tablet** -

Take 2 Tablets orally once per Day for 1 Day THEN Take 2 Tablets orally once per Day for 4 Days

Start: Jan 25, 2022 **Duration:** 5 day(s) **Dispense:** 10 Tablet

Total number of dispensings approved 1+ 0 **DAW:** No

Fill Indicator: All Fill Statuses

☑ Send Rx adherence and text supporting info to patient 3305635843

Pharmacy: Rexall

334 Valley Village Mall Toms River NJ 08753

Phone: 732-336-6345

Fax: 732-336-6346

Handwritten Script

Use this option to indicate that this script was handwritten. Written

Dispense as Sample

Use this option to indicate that this script was dispensed with a sample Sample

Print Script

Printer: NPIA3C58A (HP Color LaserJet Pro M

Template: Customized with Pharmacy name

☑ Mark prescription as 'COPY' if this is not first printing Print

Send to Pharmacy

Send via: SureScripts Send

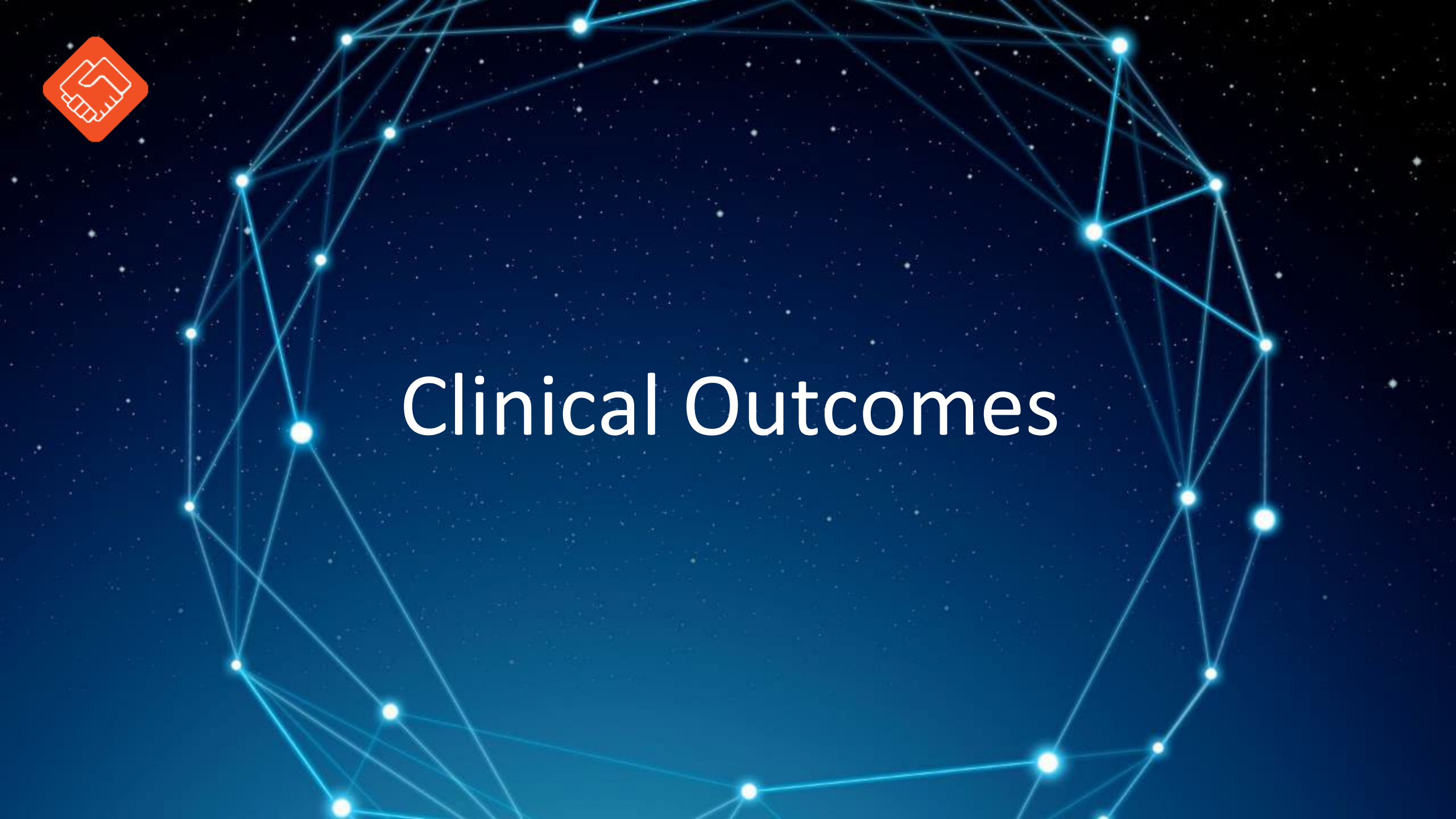
Assign to Staff

Assigned to:

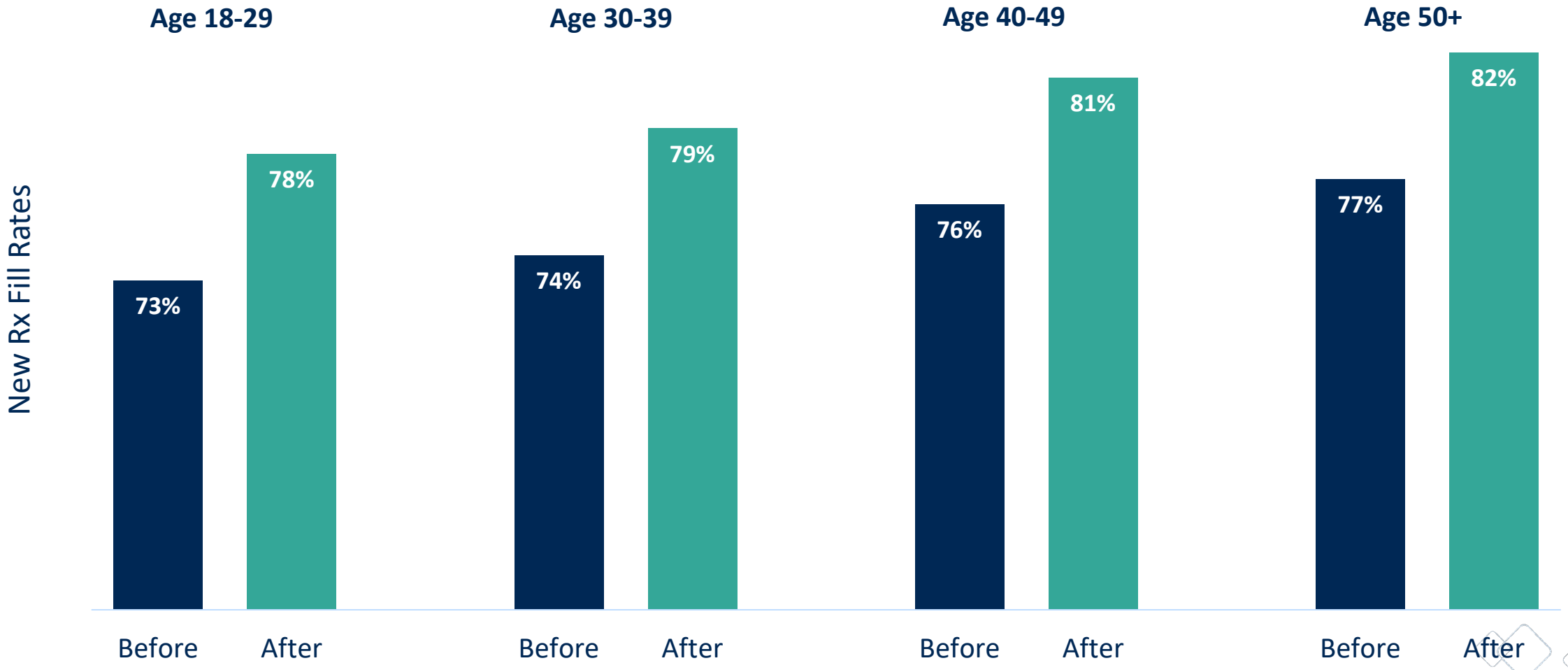
Please ☐ Print ☐ Fax ☐ Phone-in

Note: Assign

Finish

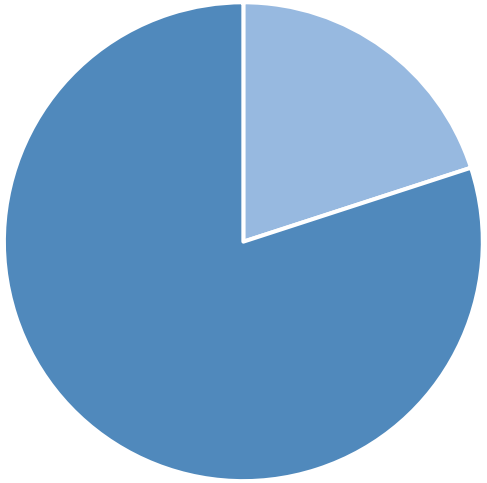

Clinical Outcomes

Increasing fill rates across all ages



Convenience

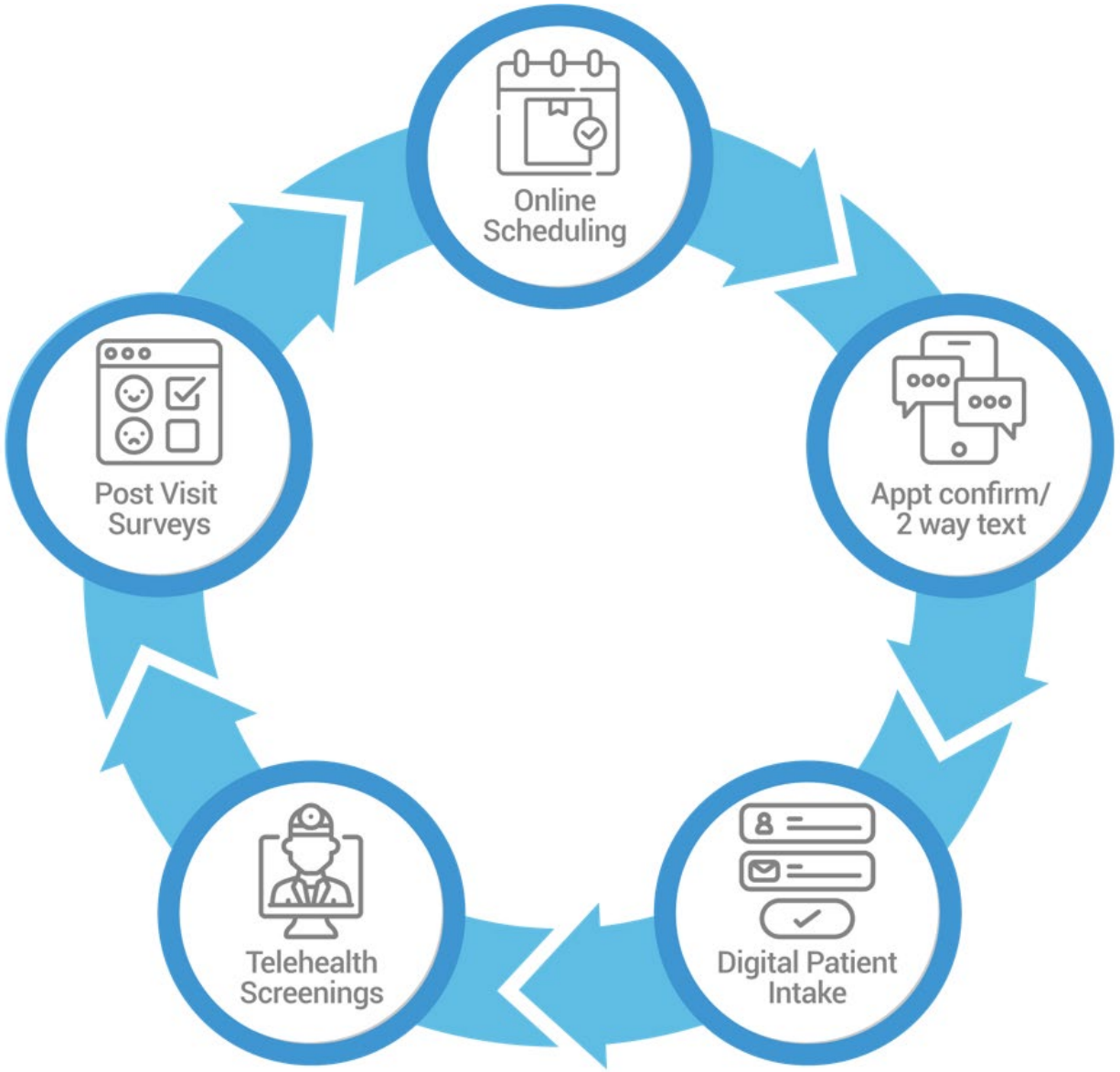
The importance of earning loyalty.



80% of patients reported that they'd switch providers for "convenience factors" alone.

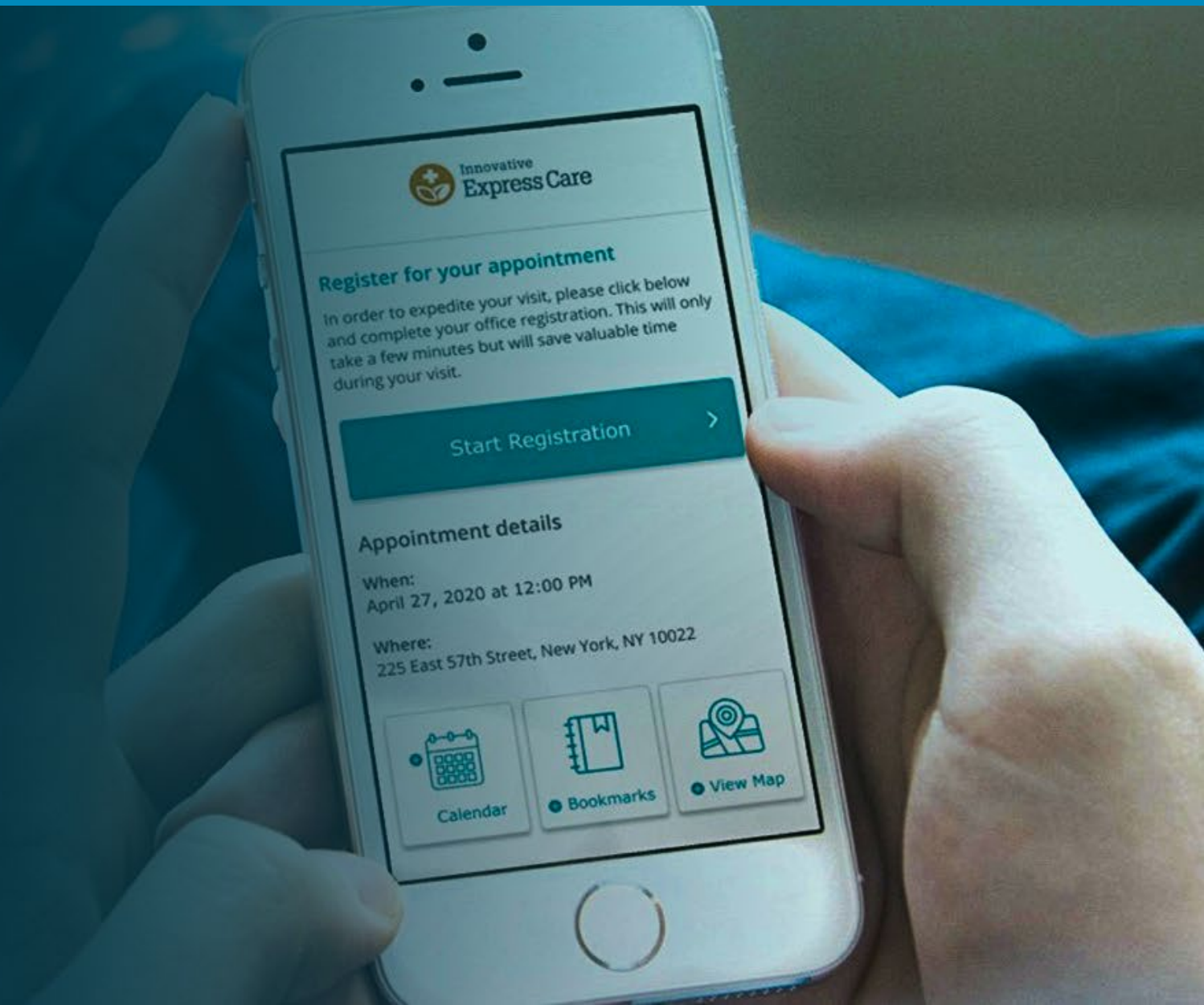
2019 Healthcare Consumer Trends Report- NRC Health
https://nrchealth.com/ease-new-experience-making-care-easy-will-keep-patients-coming-back/

The Patient Journey



Patient convenience and patient journey

Hari Prasad
Founder & CEO
Yosi Health

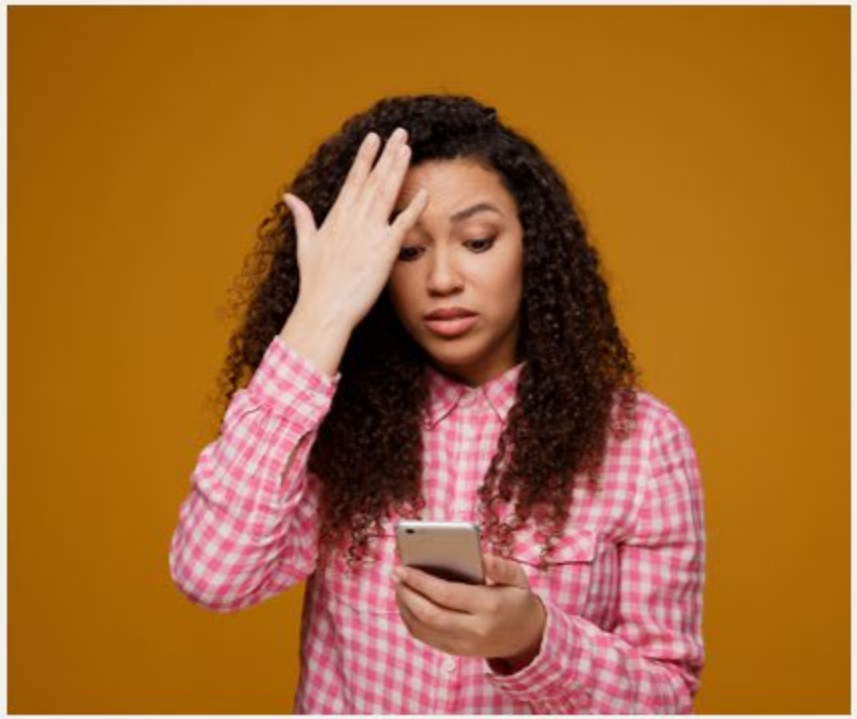


80%

80% of patients prefer a provider that offers self-scheduling

08
minutes

wait 8 minutes

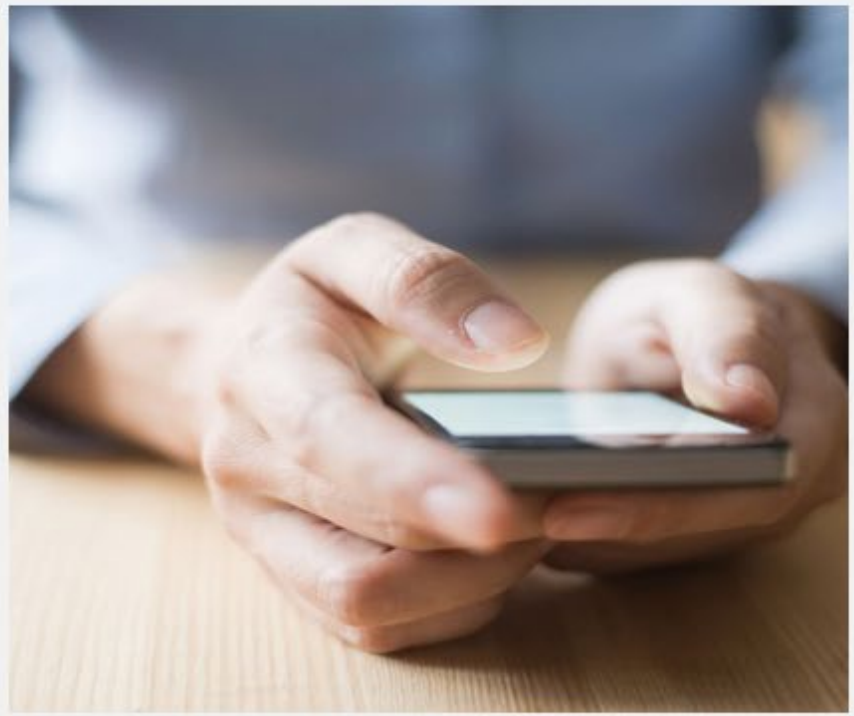


Text Messages

97% of Americans use text messaging.

64% of people prefer text over voice as a customer service channel.

90% text messages are read within 3 minutes.



Convenience of technology

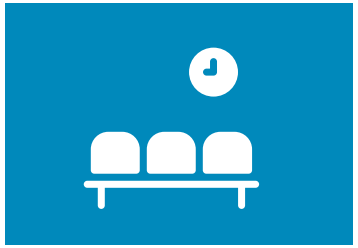
The major tangible pragmatic choke points preventing convenient patient engagement are:

Scheduling

Appointment Management

Point of Care Registration/Intake

Convenience of technology



Avoid Extended time in the waiting room

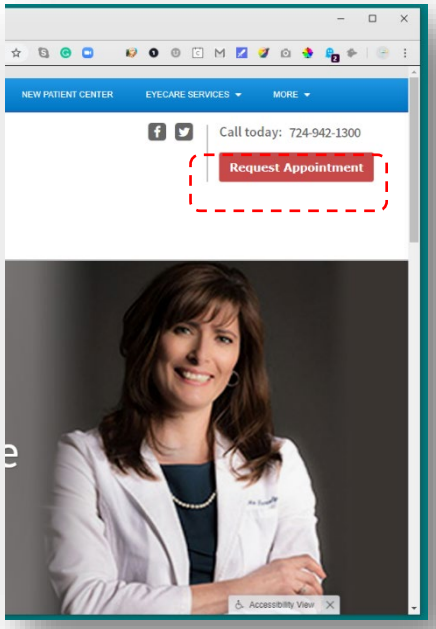
Accurate Legible Patient Data –without time consuming data entry

Knowing what your patient thinks about their experience

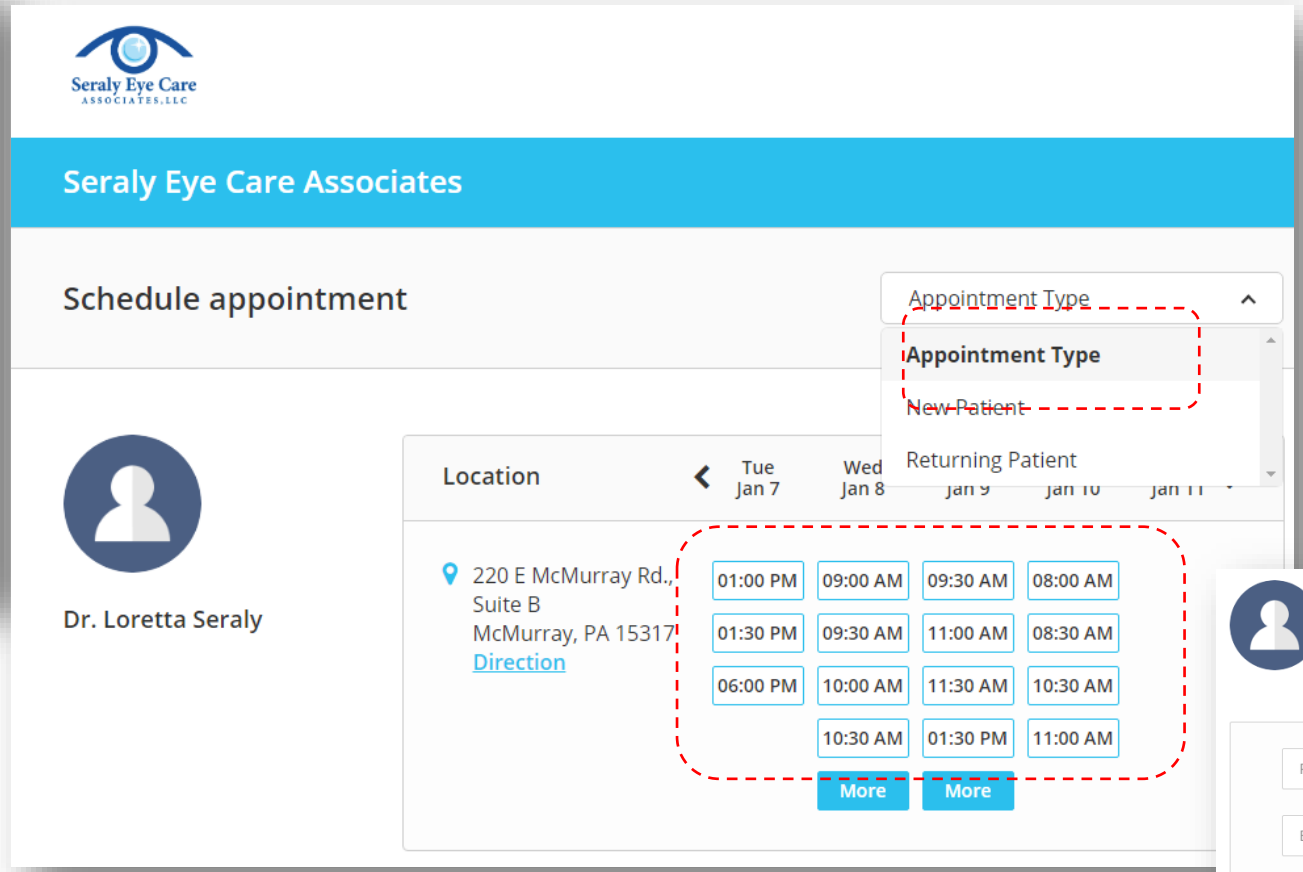
The only way to improve waiting room throughput is to get patients to complete everything needed prior to arrival.

- Pre-arrival Focused
- Eliminating Wait Times
- Improving Patient Experience
- Improving Staff Experience
- Increasing Financial Results

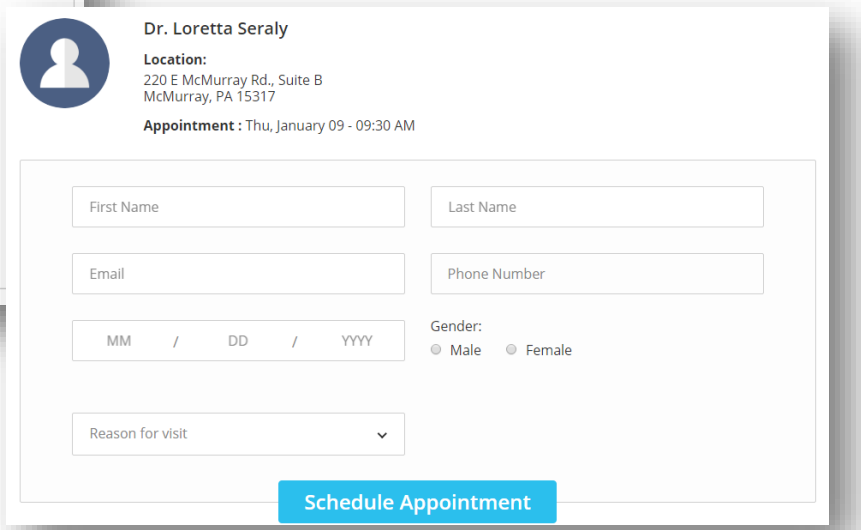
Patient Self Scheduling



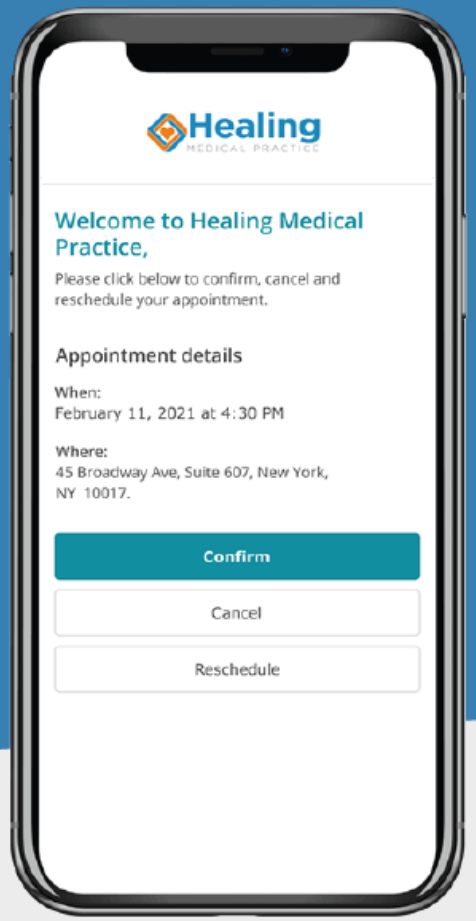
- Patient can **easily** self-schedule from your website



- Open time slots customized for provider/ appointment type
- No double booking!



- Patient easily fills out required information



Dynamic Patient Appointment Management

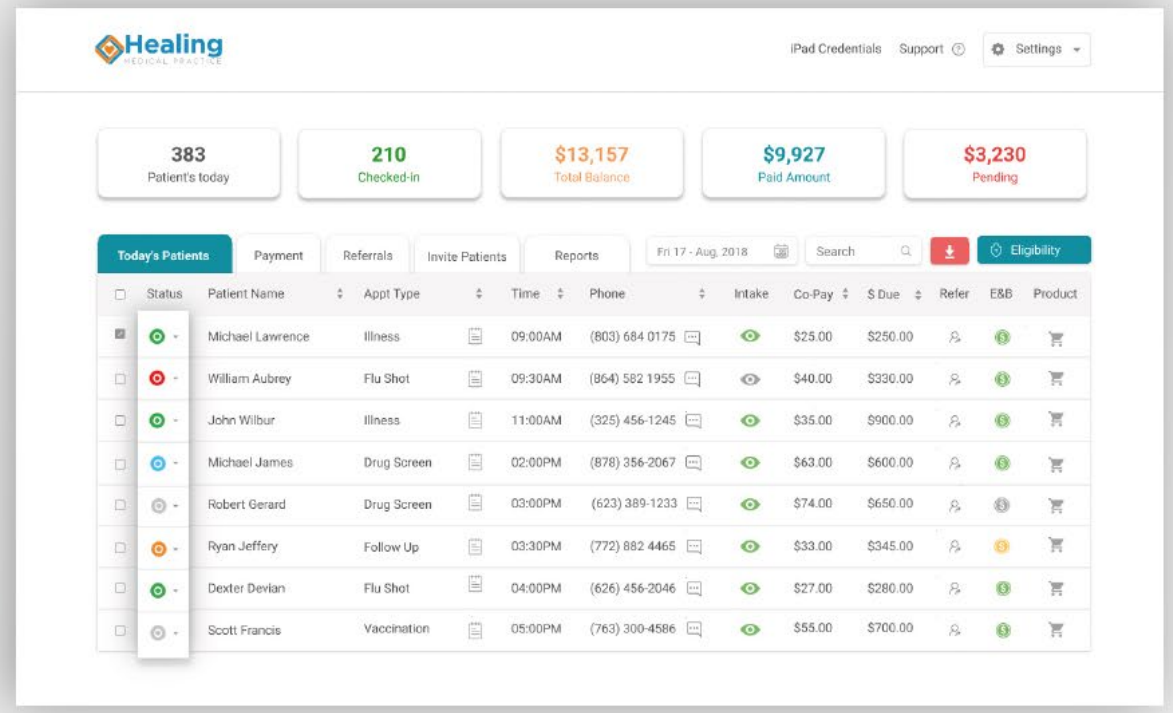
Our fully automated appointment reminders and notification feature gives you complete control over your appointment scheduling. You can confirm, cancel or reschedule your appointment slots in just a few clicks.

Green indicates that the patient has confirmed their appointment.

Red indicates that the patient has cancelled their appointment. Call the patient to reschedule.

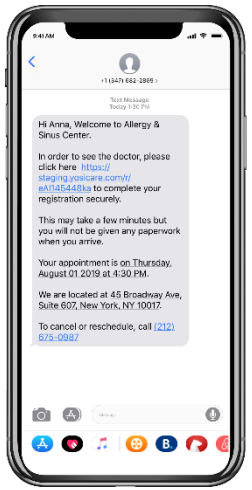
Orange indicates that the patient has requested to reschedule their appointment. Call the patient to reschedule.

Blue indicates that the patient has sent you a text. Hover your mouse over the icon to view the message from the patient.

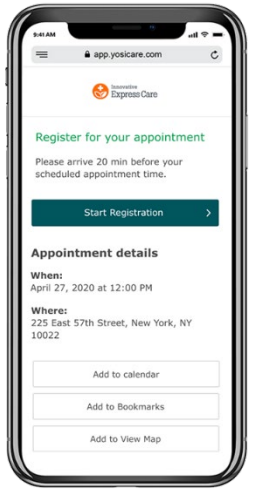


Blank indicates that patient hasn't responded to the text. Call the patient or send a reminder text.

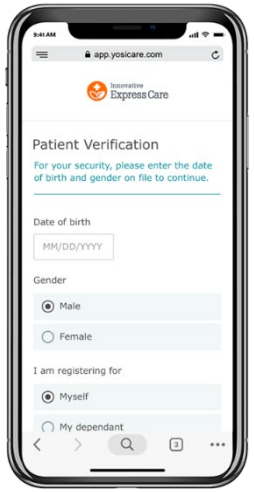
Examples of the patient registration experience



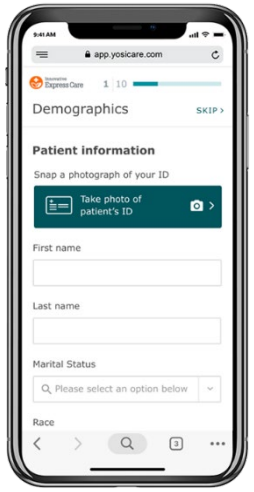
Appointment Info and Reminders



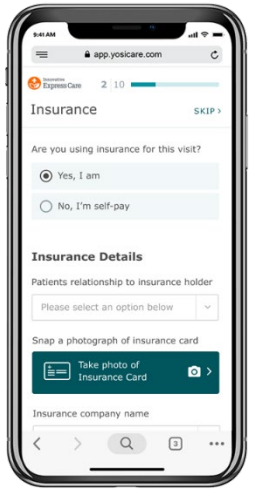
No Apps to Download



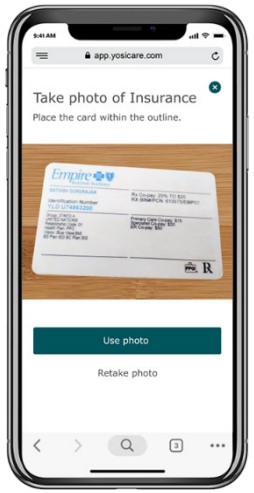
Patient Verification



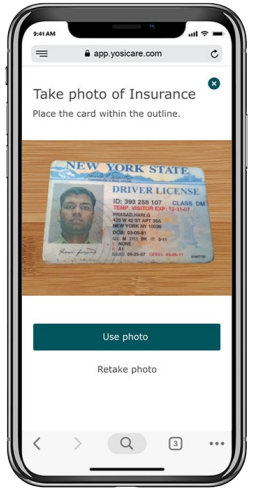
Patient Information



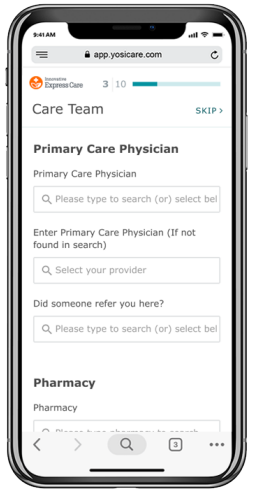
Insurance



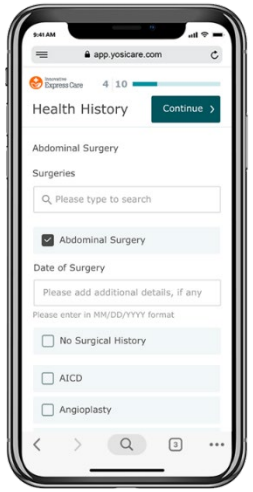
Take picture of Insurance



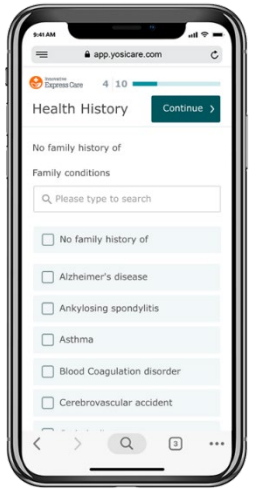
Take picture of ID Card



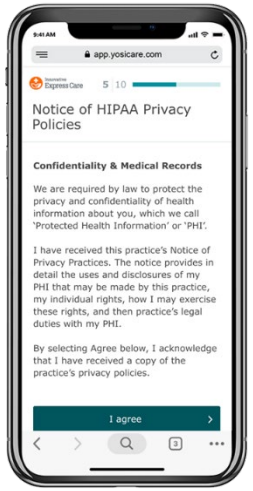
Primary Care Physician



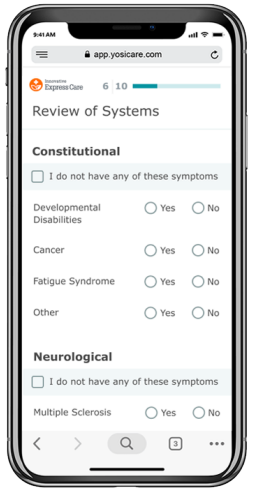
Surgeries



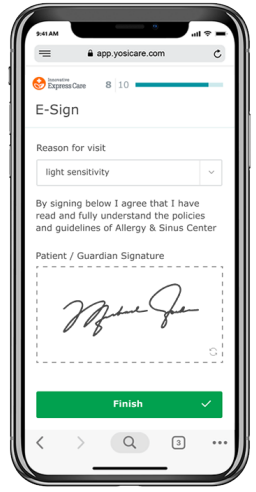
Family Conditions



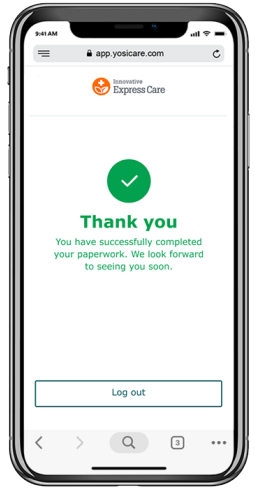
Privacy Policies



Review of Systems



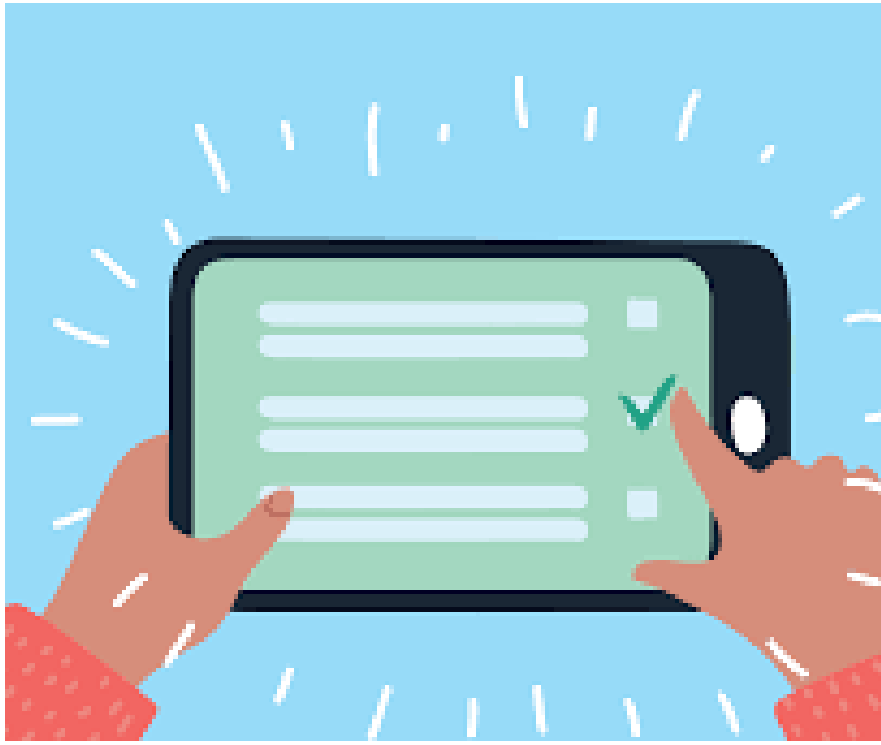
e- Signature



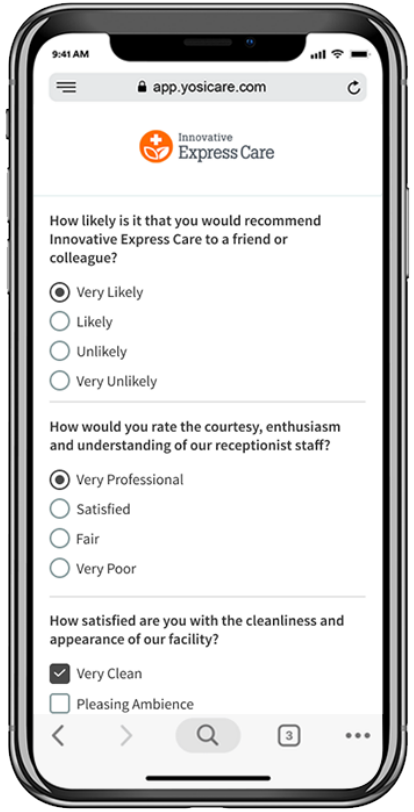
Success

Screening Questionnaires

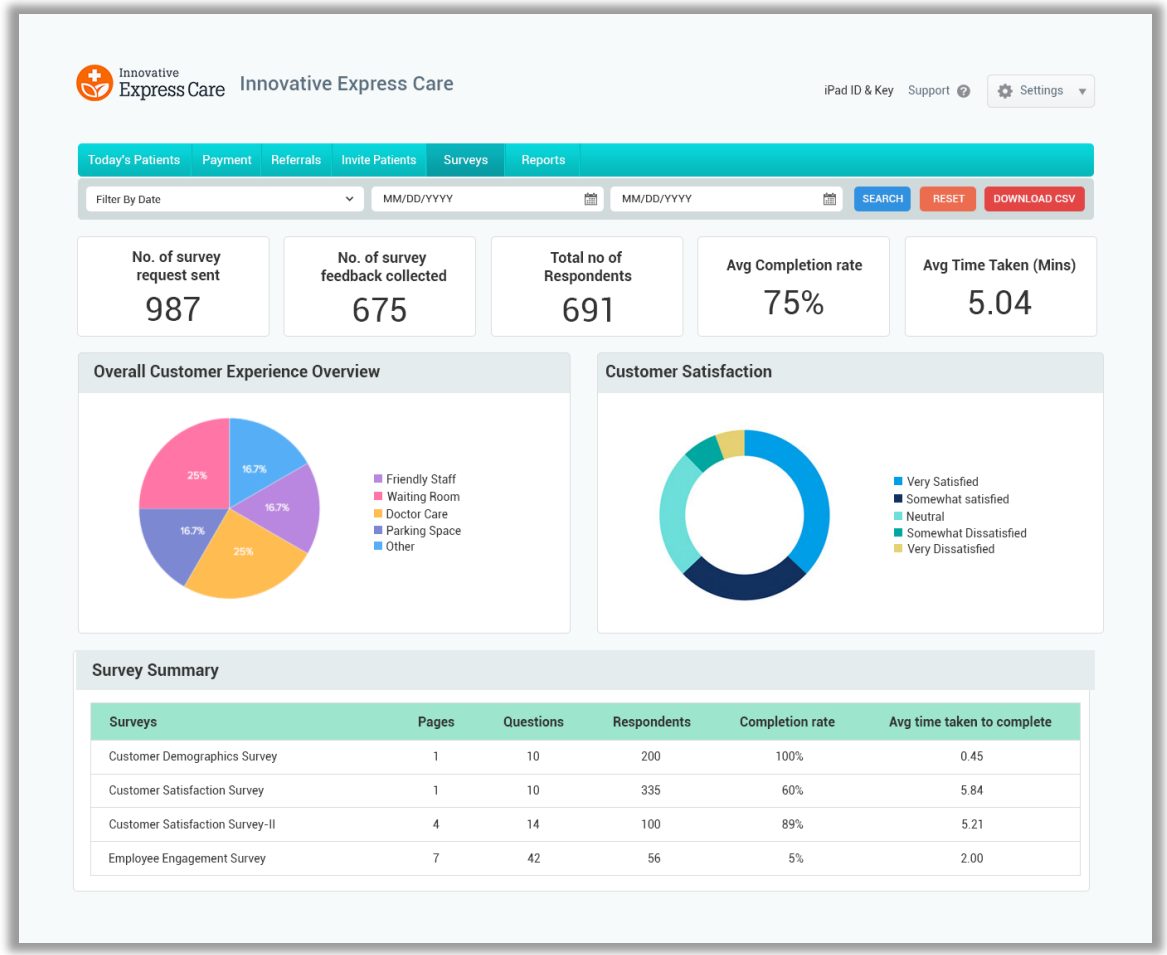
- Improve patient outcomes and reduce cost of care
    - Screening questionnaires are a very powerful tool for determining patients at risk.



Survey System



Survey



Surveys	Pages	Questions	Respondents	Completion rate	Avg time taken to complete
Customer Demographics Survey	1	10	200	100%	0.45
Customer Satisfaction Survey	1	10	335	60%	5.84
Customer Satisfaction Survey-II	4	14	100	89%	5.21
Employee Engagement Survey	7	42	56	5%	2.00

Dashboard Survey Report

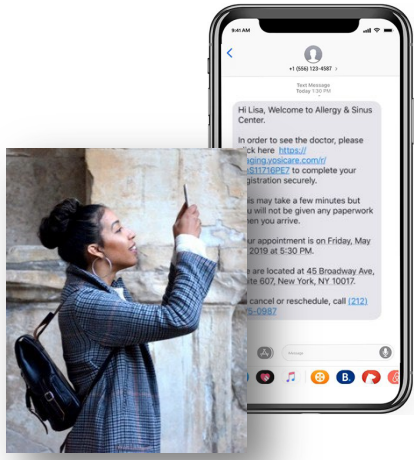
1.

On-line Scheduling

- Minimal impact on your established workflow can **easily** self-schedule from your website
- No additional dashboards necessary

2.

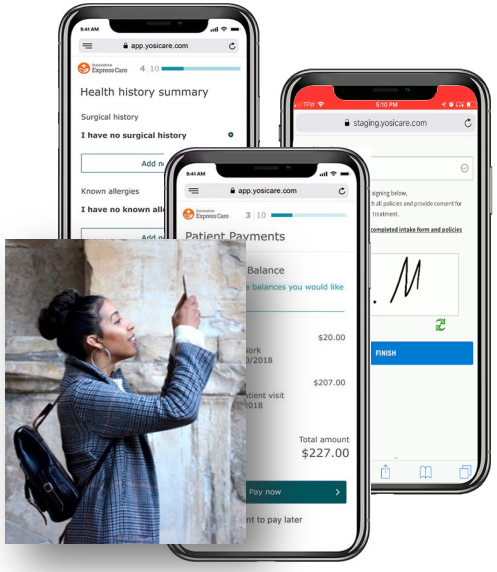
Patient Instantly Receives Text Message & Email Reminders



- Fully white-labeled
- Customizable for timing, frequency and message
- Dynamic appointment reminders
- Different messages for different workflows
- 92% of people open text messages within two minutes of receiving them

3.

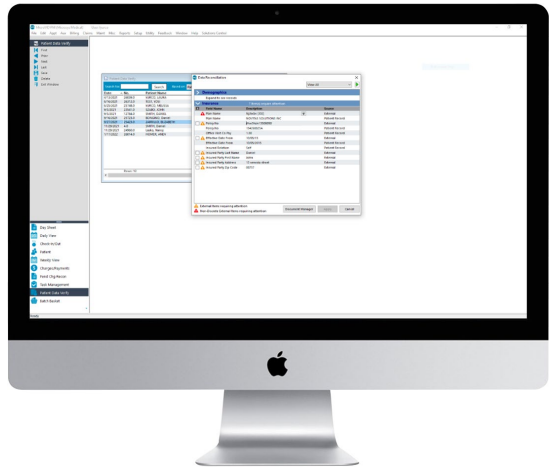
Patient Registers / Completes Intake, Signs All Forms/Pays



- No app to download!
- No need to create a user profile
- White-Labeled for your practice
- Easy for patient to complete
- You can ask any question(s)
- Best in class compliment to patient portal
- Works on all smartphones
- Desktop compatible

4.

All patient data and forms pushed into HENRY SCHEIN MicroMD PRACTICE MANAGEMENT + EMR

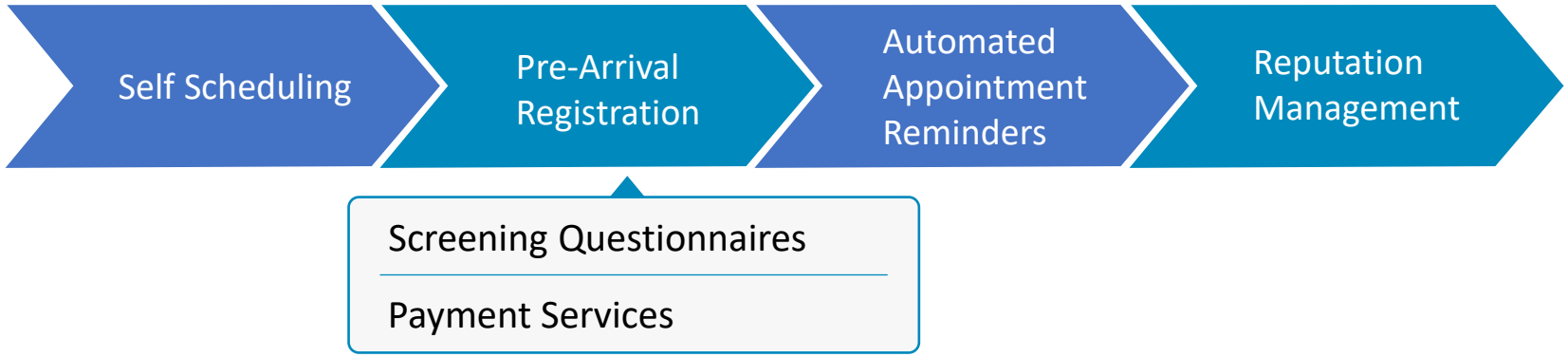


- All patient data and PDF of complete intake packet with images of Insurance and ID pushed into MicroMD PM and EMR.
- Registration Data
- Histories, allergies, problem list, - data easily reviewed and reconciled.

5.
Reputation Management – 5 Star Ratings

- Improvement
- Enhance strategic decision making
- Reduce cost
- Meet patients' expectations
- Frame strategies for effective management
- Monitor healthcare performance of health plans
- Provide benchmarking across the healthcare institutions.

Excite your patients with convenience
Cure 96% of your patients' complaints



Delivered by the **MicroMD Yosi Health integration**

HENRY SCHEIN®
MicroMD®

Yosi health
Simplifying Healthcare

Pandemic – impact of Telehealth & Proactive digital communications on patient's confidence in their doctors.

41% of patients say they lost confidence in their doctors during the pandemic

53% - their provider rarely or never communicated with them about Covid-19.

29% because of their providers' slow adoption of virtual care

Conversely,

59% of respondents who said their confidence in their providers increased amid the pandemic

61% credited that boost to their providers' rapid switch to virtual care

58% credited the frequency of their providers' Covid-19 communications

47% credited their providers' use of digital communication tools, such as text and email.

7000 patient survey by SuphonyRM

Telehealth

Telehealth strategy addresses 2 of the 3 consumerism factors - Convenience & Cost

6 Billion

in annual savings
To remain competitive every practice should include telehealth in their patient journey.
Telehealth is not just for emergencies.

Todd Stack
GM Virtual Health Solutions
Henry Schein

Towers and Watson

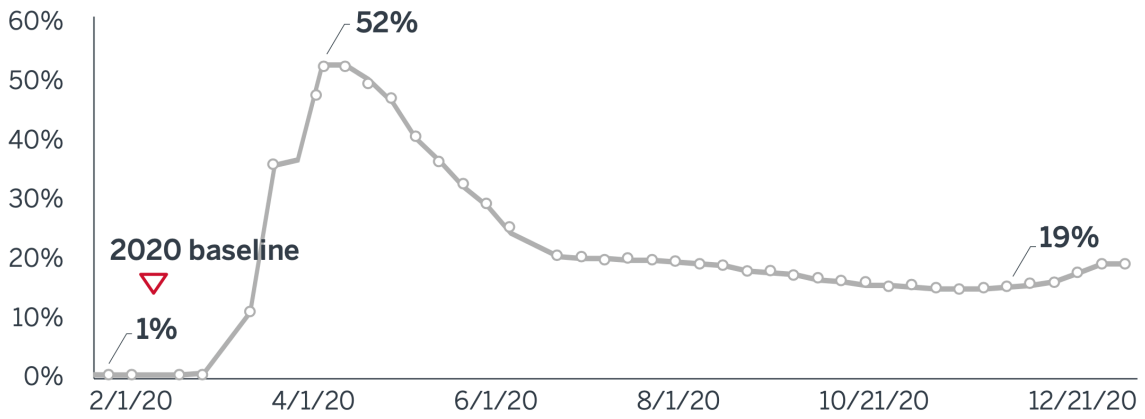
- Virtual Health in 2022
- Who is Medpod?
- Why Medpod?
- Medpod is integrated with MicroMD

Todd Stack
GM, Virtual Health Solutions
Henry Schein Inc.

Virtual Care Market Trends

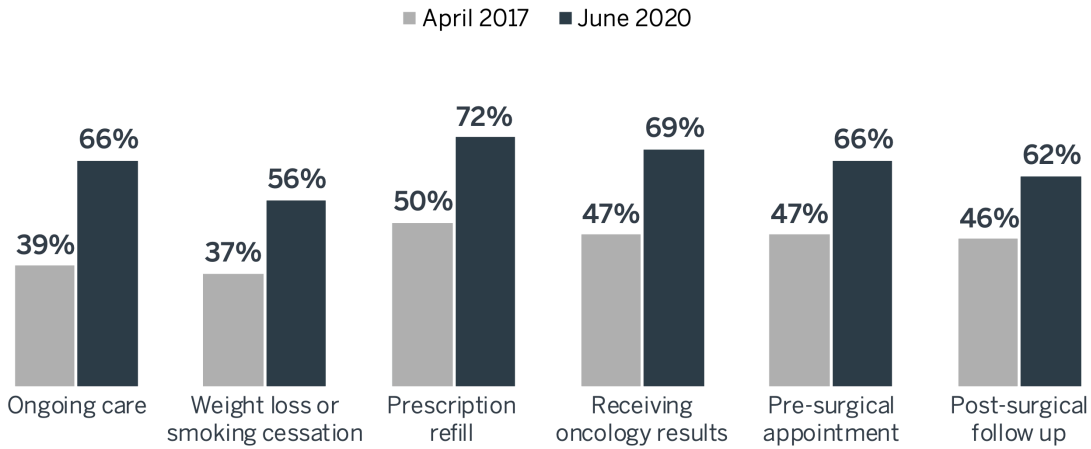
REMEMBER: WE STARTED AT (ALMOST) ZERO

Telehealth visits as percentage of total visits



CONSUMERS WHO WOULD CONSIDER VIRTUAL CARE IN DIFFERENT SCENARIOS

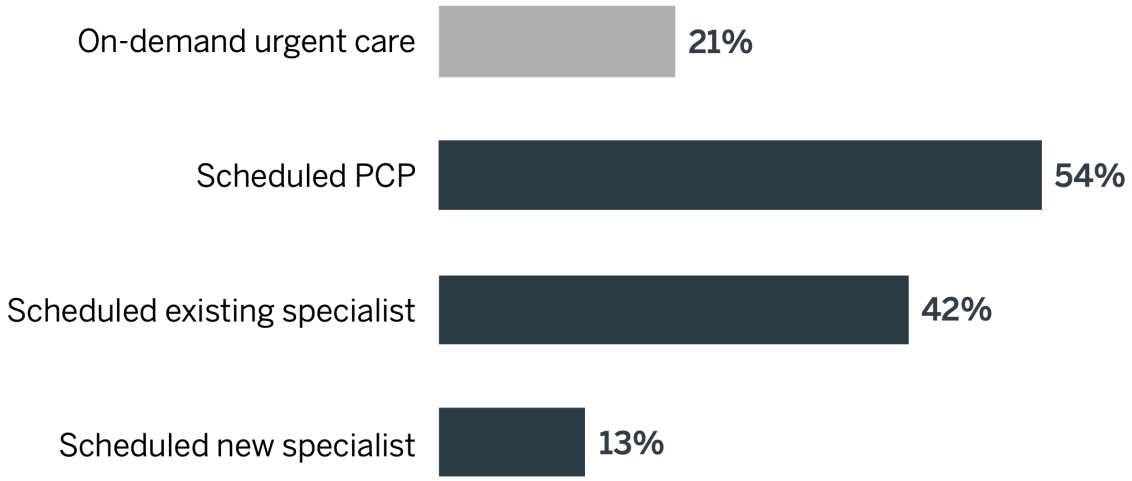
n=7,452



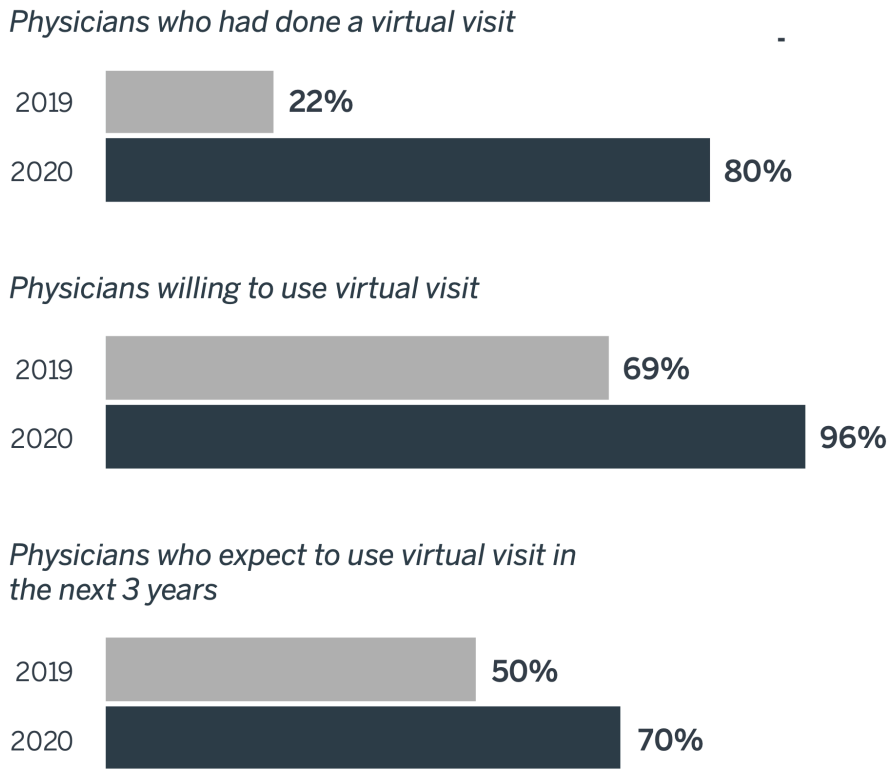
Source: Advisory Board Executive Briefing, May 2021

Virtual Care Market Trends

VIRTUAL VISIT TYPES REPORTED BY CONSUMERS



CLINICIANS ARE ADADPTING TO TELEHEALTH



Source: Advisory Board Executive Briefing, May 2021

Why Medpod?

- Does your telehealth solution allow you to scale from software-based language translation and video visits to level 5 billable tele-diagnostics and RPM?
- Are you leveraging your most expensive assets to provide true diagnostic virtual care while increasing patient access and practice revenue?
- Can the system capture real-time diagnostic data that connects to your EHR?
- Does the system allow you to provide virtual episodic, chronic and acute care?

VIDEO ONLY

A direct to patient video consultation service for practitioners that's fully browser-based for easy virtual consultations — anytime, anywhere.

MOBILEDOC®

Robust professional tele-diagnostic capabilities packed into a carry-on bag. It's the ultimate portable practice.

STREAMLINE CART

Our streamlined medical cart enables high-quality, remote physician-patient encounters on par with a face-to-face visit, all with best-in-class tele-diagnostic devices.

SMART POWERED CART

For inbound patient applications, Medpod enables providers to break down the barriers of traditional care delivery and create new care pathways.

REMOTE PATIENT MONITORING

Anytime, anywhere chronic care for either post acute or inpatient monitoring as part of a value-based health care program.

LIVE TRANSLATION SERVICES

Remote video translation maintains high-level patient care with visual communication.

PORTABLE TRIAGE CENTER
Transforming Frontline Care

Setup an 8'x12' triage/exam room anywhere with a 110v connection or generator.

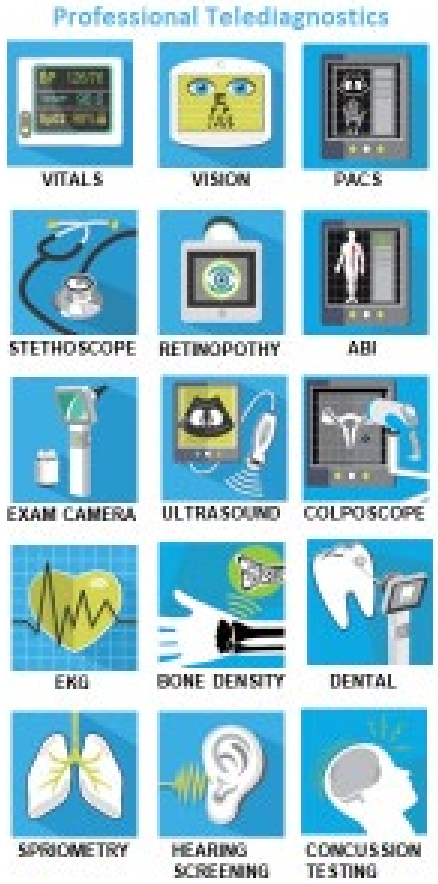
HENRY SCHEIN medpod | Rely on Us

First in Telediagnostics™

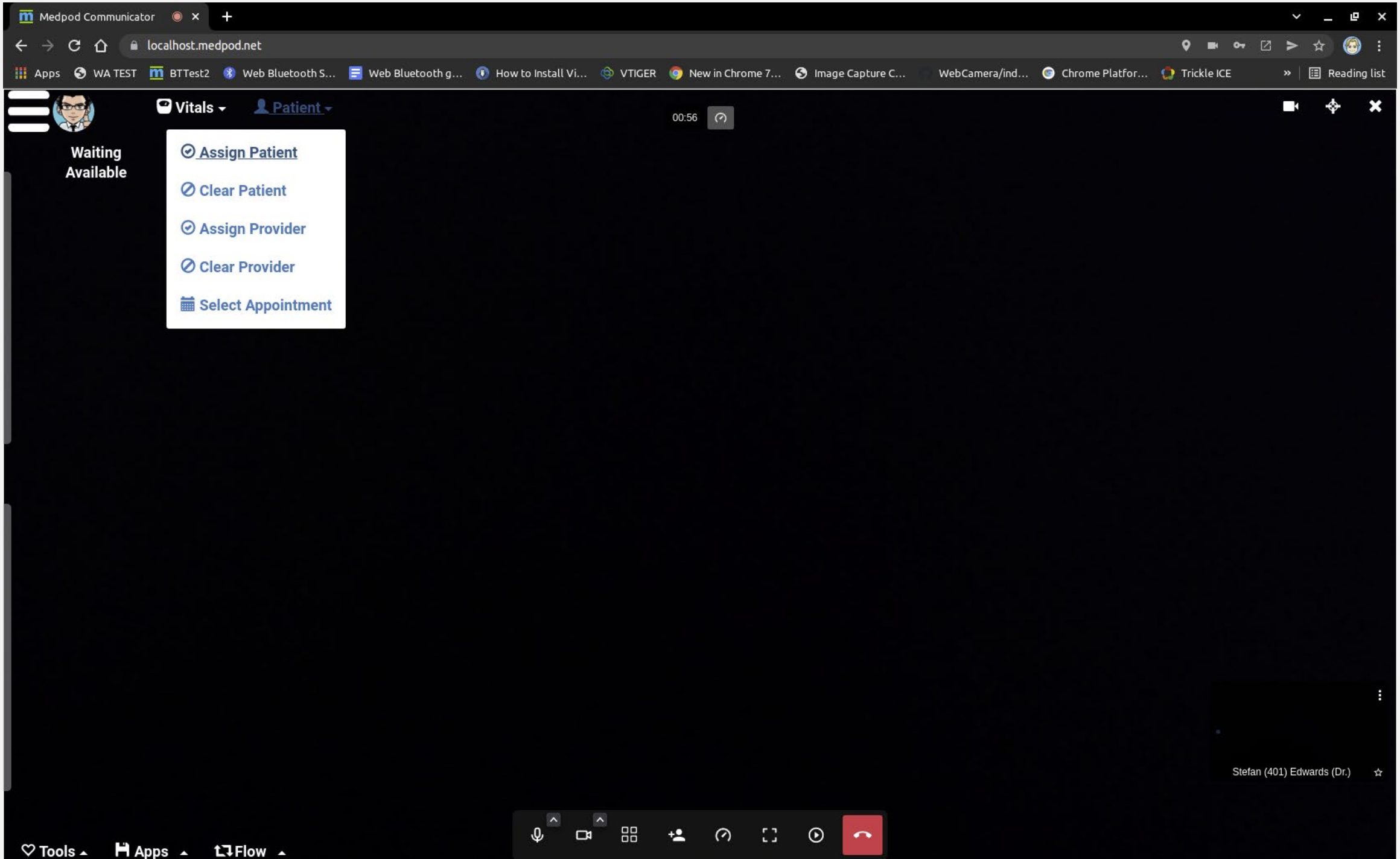
Medpod's strategic partnership with the leading diagnostic device manufacturers has facilitated a unique level of integration into the Medpod software platform. Medpod enables high-quality remote physician-patient encounters that are on par with a physical visit and are reimbursable as such in states with telemedicine parity laws.

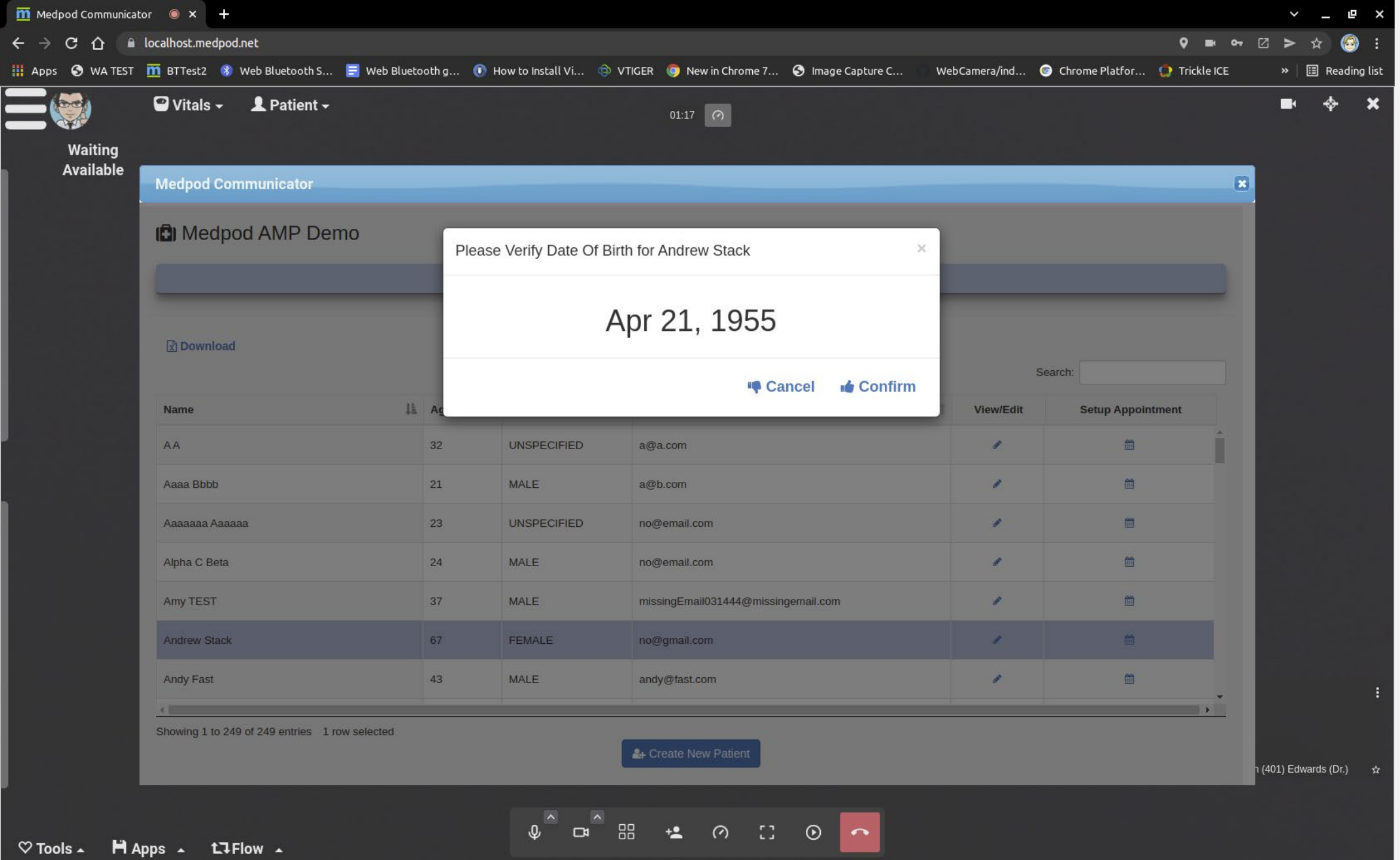
Local provider using otoscope on patient with remote physician on live audio video consult

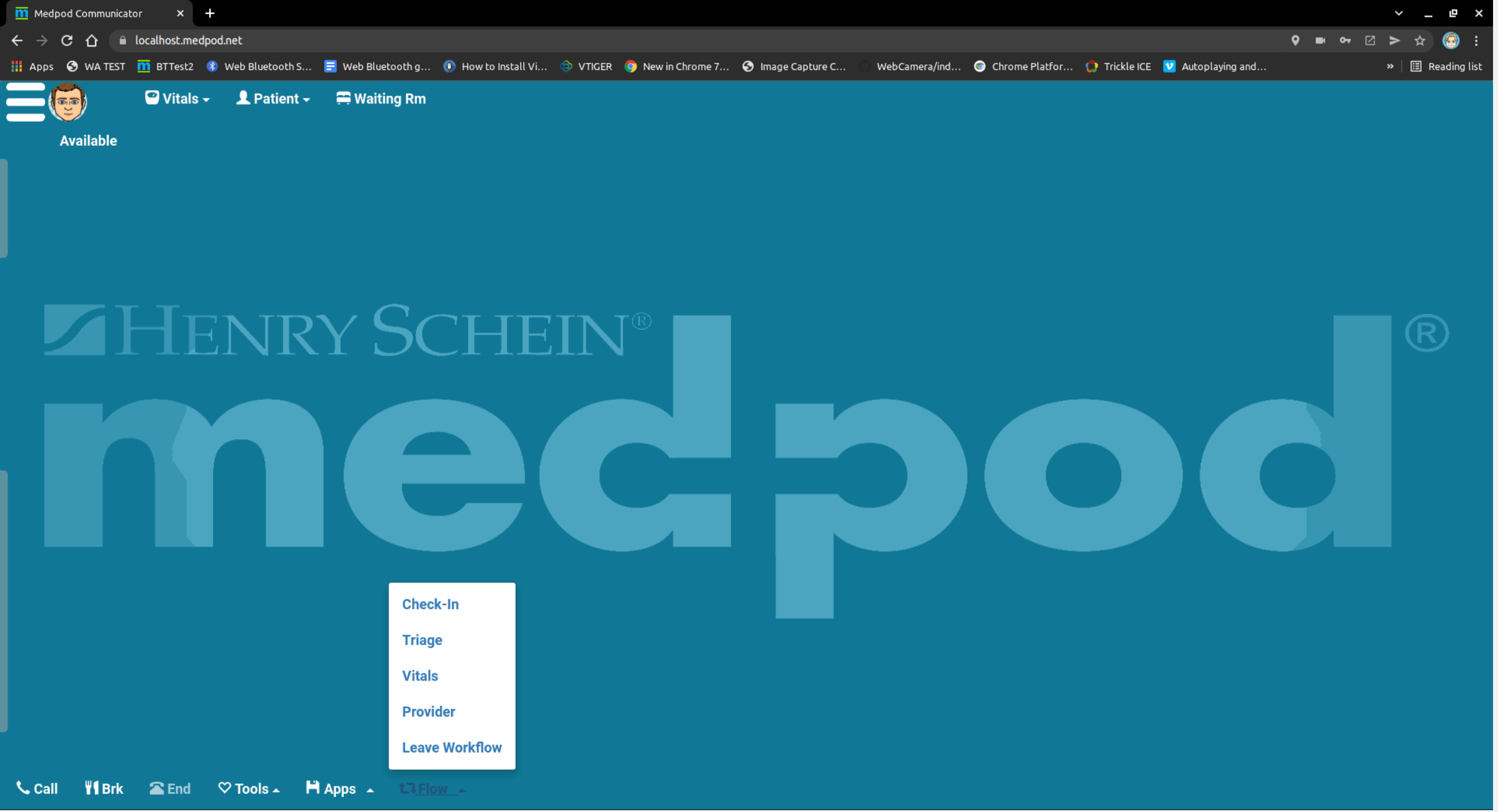
Remote physician annotating the otoscope image.


Professional Telediagnostics

POC LAB Tele-diagnostics


Medpod Communicator
localhost.medpod.net
Apps
WA TEST
BTTest2
Web Bluetooth S...
Web Bluetooth g...
How to Install Vi...
VTIGER
New in Chrome 7...
Image Capture C...
WebCamera/ind...
Chrome Platfor...
Trickle ICE
Reading list
Vitals
Patient
00:56
Waiting
Available
Assign Patient
Clear Patient
Assign Provider
Clear Provider
Select Appointment
Stefan (401) Edwards (Dr.)
Tools
Apps
Flow


Medpod Communicator
localhost.medpod.net
Vitals
Patient
01:17
Waiting
Available
Medpod Communicator
Medpod AMP Demo
Please Verify Date Of Birth for Andrew Stack
Apr 21, 1955
Cancel
Confirm
Download
Search:
Name
View/Edit
Setup Appointment
A A 32 UNSPECIFIED a@a.com
Aaaa Bbbb 21 MALE a@b.com
Aaaaaaa Aaaaaa 23 UNSPECIFIED no@email.com
Alpha C Beta 24 MALE no@email.com
Amy TEST 37 MALE missingEmail031444@missingemail.com
Andrew Stack 67 FEMALE no@gmail.com
Andy Fast 43 MALE andy@fast.com
Showing 1 to 249 of 249 entries 1 row selected
Create New Patient
(401) Edwards (Dr.)
Tools
Apps
Flow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WebCamera/ind...
Chrome Platfor...
Trickle ICE
Autoplaying and...
Reading list
Vitals
Patient
Waiting Rm
Available
HENRY SCHEIN®
medpod®
Check-In
Triage
Vitals
Provider
Leave Workflow
Call
Brk
End
Tools
Apps
Flow

Medpod Communicator

localhost.medpod.net

Apps | WA TEST | BTTest2 | Web Bluetooth S... | Web Bluetooth g... | How to Install Vi... | VTIGER | New in Chrome 7... | Image Capture C... | WebCamera/ind... | Chrome Platfor... | Trickle ICE | Autoplaying and... | Reading list

Vitals | Patient | Waiting Rm

Available

Medpod Communicator - Initiate New Session...

	Account	Presence	
	Stefan (401) Edwards	In a Workflow (for 00:01:52) Assigned Patient: Andrew Stack (FEMALE) Chief Complaint: Abdomen Pain Waiting for...Triage	

Show with Patient | Show Offline | Cancel

Call | Brk | End | Tools | Apps | Flow

HENRY SCHEIN® MicroMD®
PRACTICE MANAGEMENT + EMR

Tips & Tricks for Less Clicks

Lori Ryan
Director of Sales and Marketing
Henry Schein Medical Systems

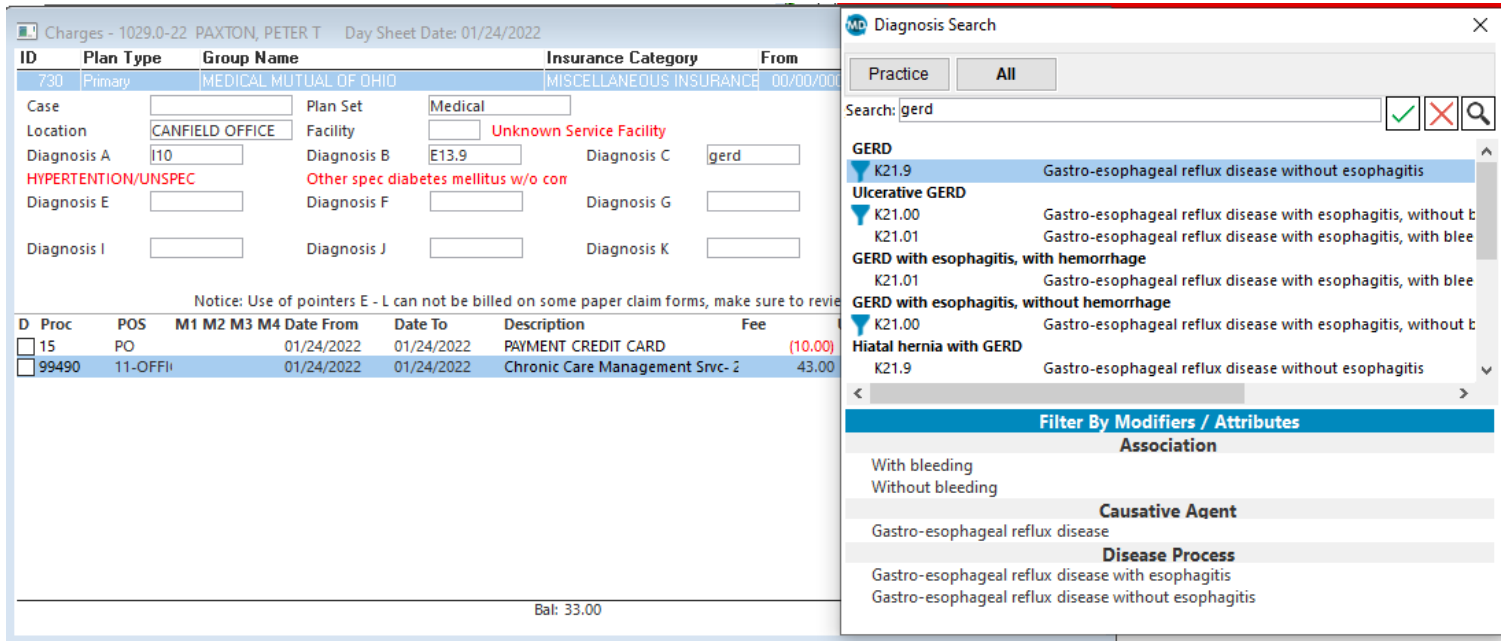
HENRY SCHEIN®
MicroMD®

What's new in MicroMD PM
That you my have missed?
Current version 18.04

ICD10 Search – natural language Search – easy to search, use common phrases, abbreviations and filters to find exact codes

Custom Appointment Change Messages

Viewable EOB's.



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MicroMD®

Practice Management Solutions

MicroMD EPCS Gold

Meet eRx compliance and state mandates. MicroMD eRx only is available for MicroMD Practice Management only customers – Integrated – low monthly cost – no EMR required.

worldpay from FIS

E commerce –
If you don't have estatements Just a simple button on your website or a url you add to your paper statements so patients can pay on-line. Staff logs in and posts payments into MicroMD

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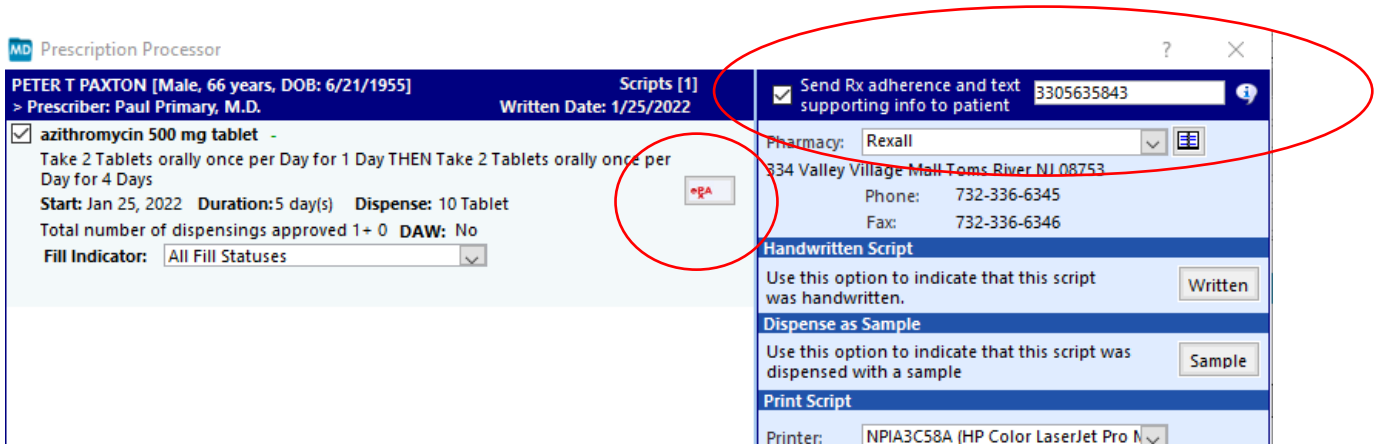
MicroMD®

EMR – Included free features – you may have missed!

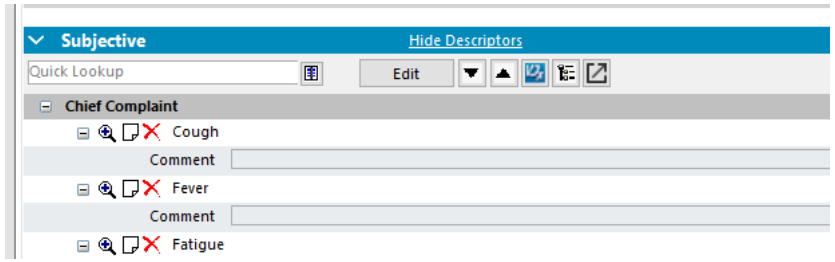
ePA – electroinc pre-authorization
Free setup & training

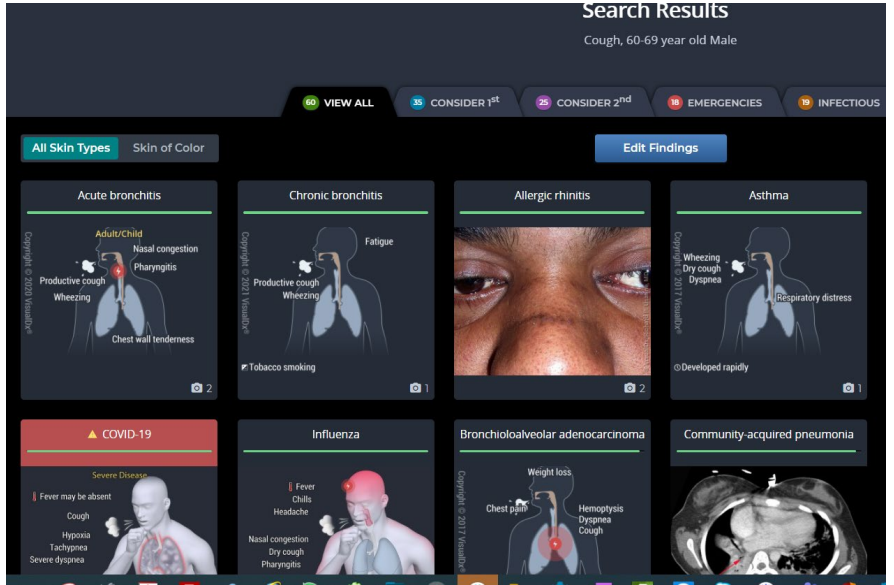
Rx Inform –already set up !
Check the box to cut down on phone calls, increase medication adherence, provide patint convenience and possible cost saving offers.



visualDx

Clinical decision support & Differential diagnosis





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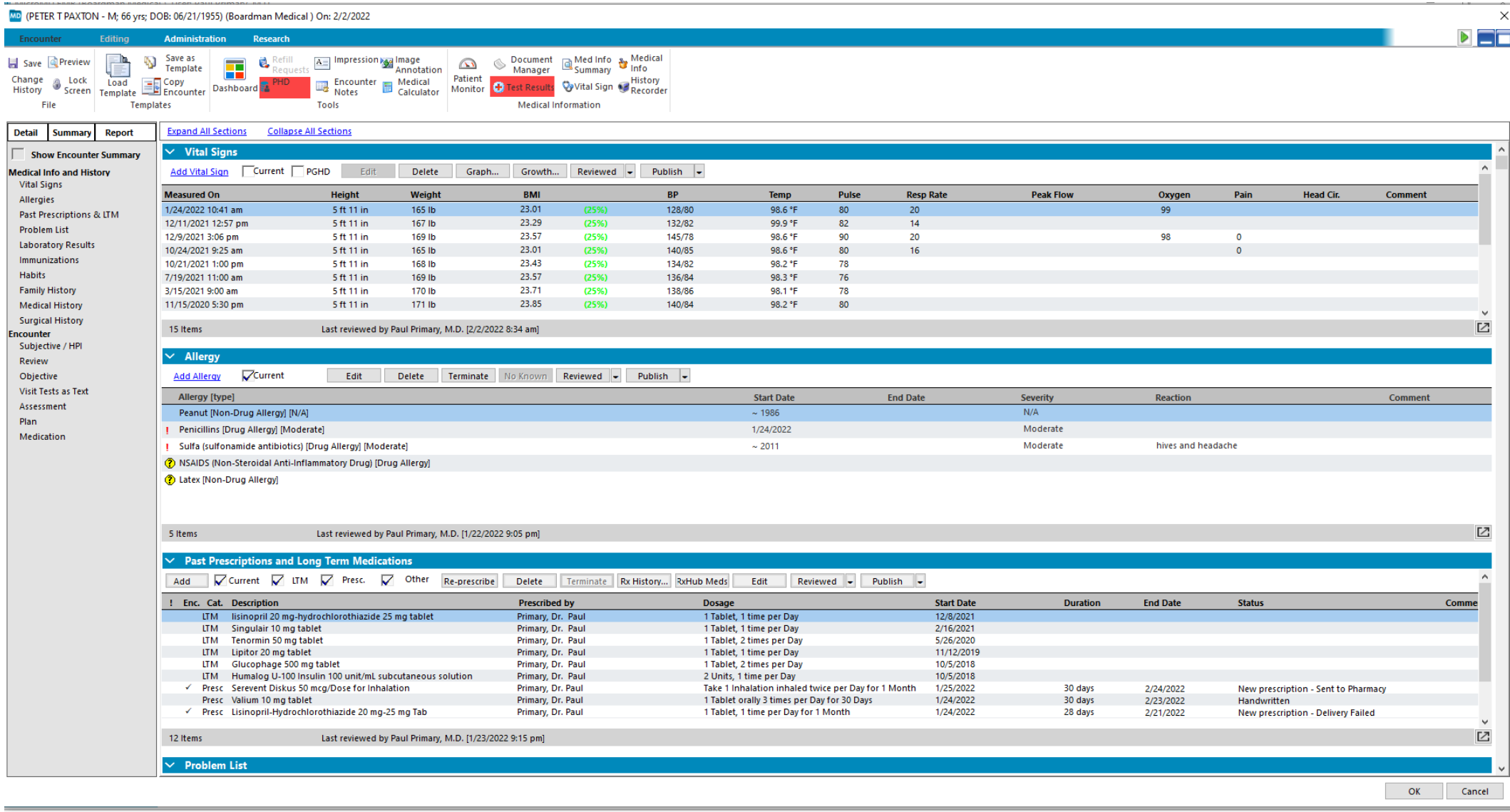
MicroMD®

EMR – Simplified. Less Clicks.
Have you made the transition to the Single View Encounter?

All wizard steps in one window!

Customize what chart info you want to view on the same screen with the encounter!



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MicroMD®

EMR – Simplified. Less Clicks.

Have you made the transition to the Single View Encounter?

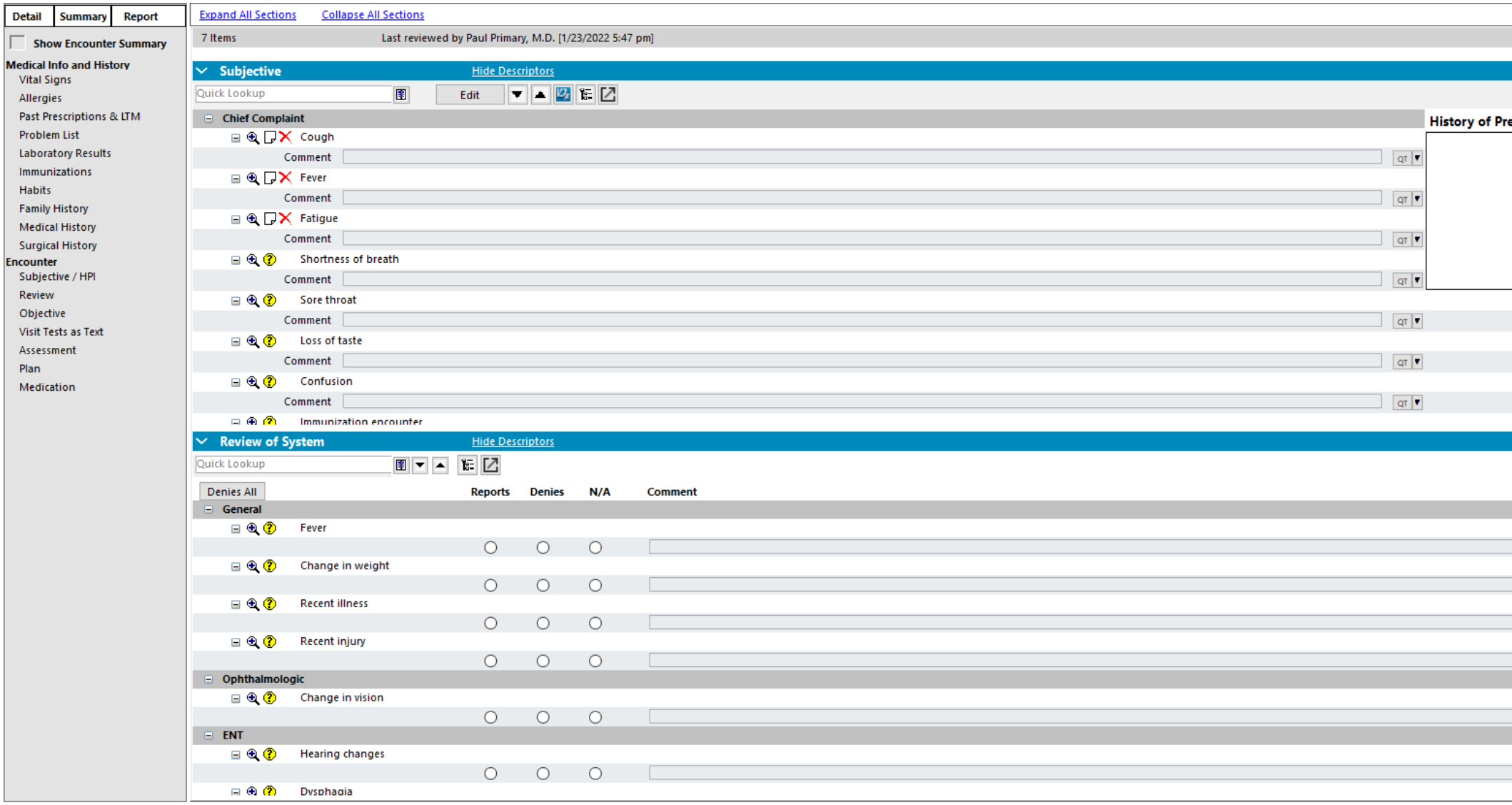
Use existing wizards, text templates and cliniguides!

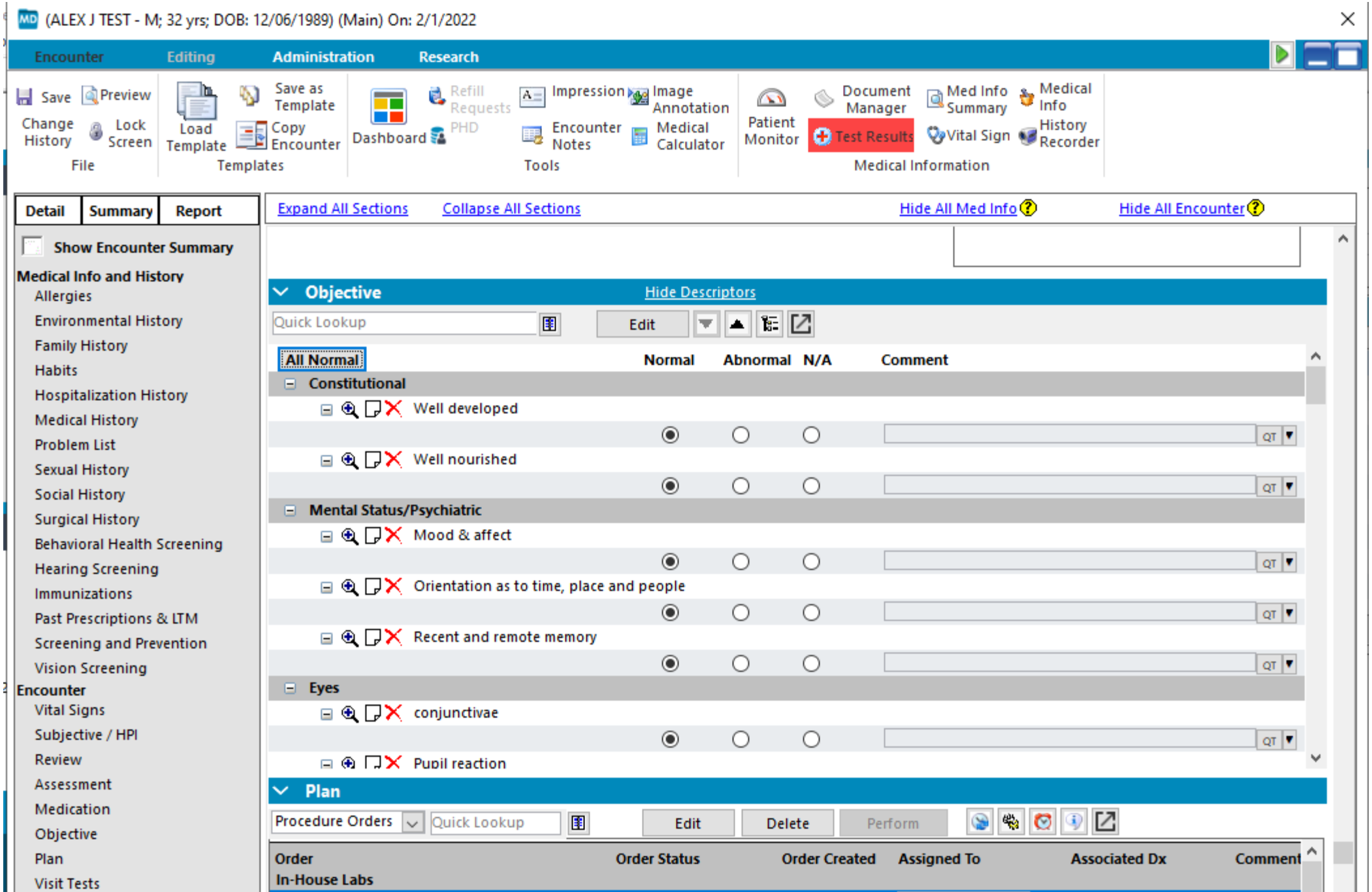
Simple less clicks ROS
HPI text box.

Add comments directly without clicking open to comment.

Simple less click objective (v.19)

Same great functions – one simple window.




(ALEX J TEST - M; 32 yrs; DOB: 12/06/1989) (Main) On: 2/1/2022
Encounter
Editing
Administration
Research
Save
Preview
Change History
Lock Screen
File
Load Template
Save as Template
Copy Encounter
Templates
Dashboard
Refill Requests
PHD
Impression
Image Annotation
Encounter Notes
Medical Calculator
Tools
Patient Monitor
Document Manager
Test Results
Med Info Summary
Vital Sign
Medical Info
History Recorder
Medical Information
Detail
Summary
Report
Show Encounter Summary
Medical Info and History
Allergies
Environmental History
Family History
Habits
Hospitalization History
Medical History
Problem List
Sexual History
Social History
Surgical History
Behavioral Health Screening
Hearing Screening
Immunizations
Past Prescriptions & LTM
Screening and Prevention
Vision Screening
Encounter
Vital Signs
Subjective / HPI
Review
Assessment
Medication
Objective
Plan
Visit Tests
Expand All Sections
Collapse All Sections
Hide All Med Info
Hide All Encounter
Objective
Hide Descriptors
Quick Lookup
Edit
All Normal
Normal
Abnormal
N/A
Comment
Constitutional
Well developed
Well nourished
Mental Status/Psychiatric
Mood & affect
Orientation as to time, place and people
Recent and remote memory
Eyes
conjunctivae
Pupil reaction
Plan
Procedure Orders
Quick Lookup
Edit
Delete
Perform
Order
Order Status
Order Created
Assigned To
Associated Dx
Comment
In-House Labs

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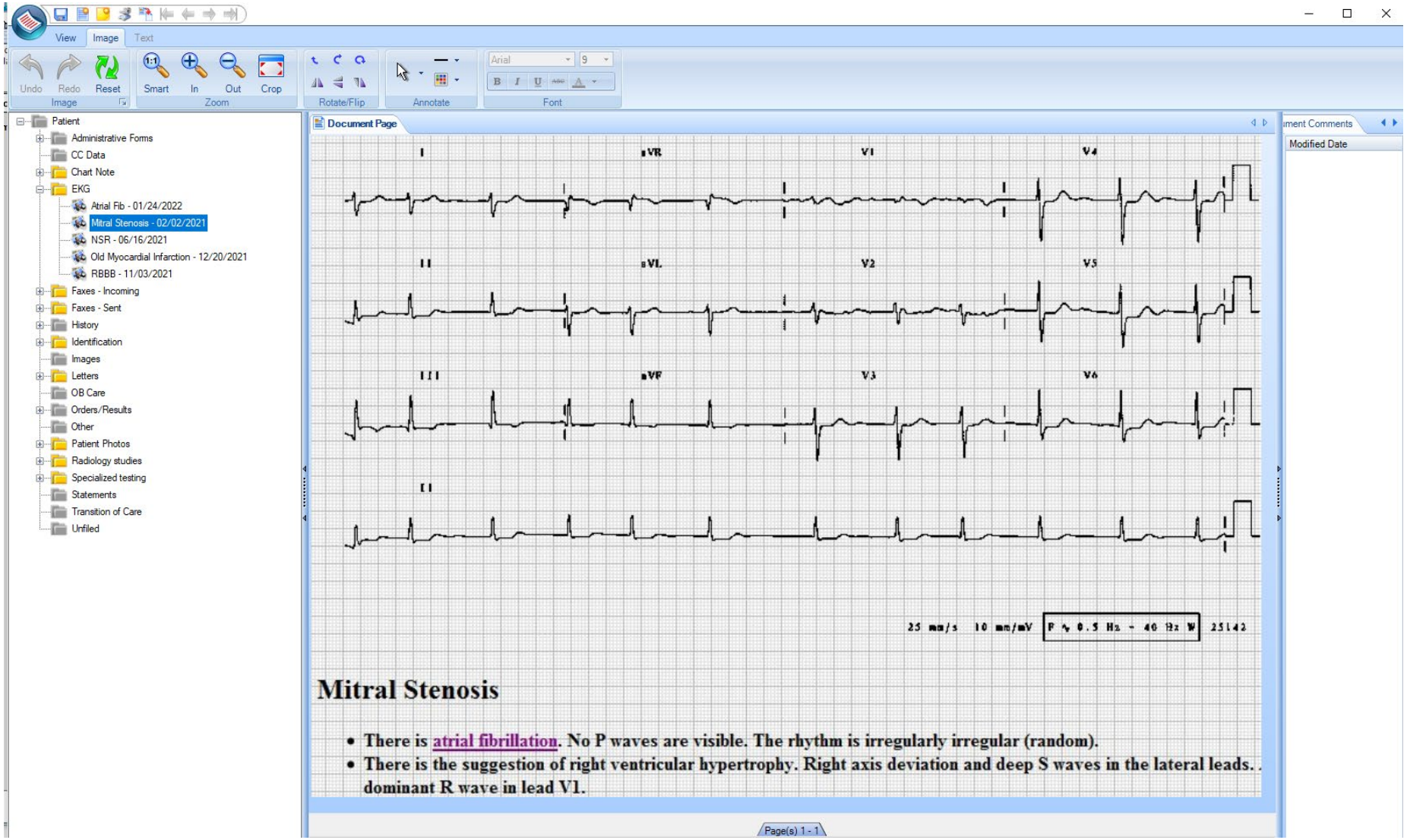
EMR – Simplified. Less Clicks.
Have you made the transition to DMS Preview?

Reduce clicks! Easily view multiple documents without opening and closing windows!

Customize order documents are listed – see service dates before opening

Add notes

Switch viewson the fly when needed



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PRACTICE MANAGEMENT + EMR

THANK YOU
FOR ATTENDING

More Questions? Contact your Account Representative.

Judy Cobb
Judy.Cobb@henryschein.com
281.757.1753

Mike Crider
Mike.Crider@henryschein.com
330.360.8885