

 Industry Insights Webinar

Automating Technology to Ease Staffing Shortages & Over-Burdened Staff

HOST



LORI RYAN

Director, Sales & Marketing,
Henry Schein Medical Systems



Webinar tips for attendees



Questions

You can submit a question anytime by using the “Question” area of your control panel. We will reserve time for Q&A at the end of the session.



Audio

Your audio will be streaming through your computer speakers.



Recording

After the webinar ends, registrants will receive a notification through email with a URL link of the recording for on-demand viewing.

Meet our panelists



TODD STACK

GM Virtual Health Solutions,
Henry Schein



HARI PRASAD

Founder & CEO,
Yosi Health



KAREN COOPER, MBA

District Sales Manager,
TSI Collections





TODD STACK

GM Virtual Health Solutions,
Henry Schein

Using Telehealth to Ease Staffing Shortages & Over-Burdened Staff

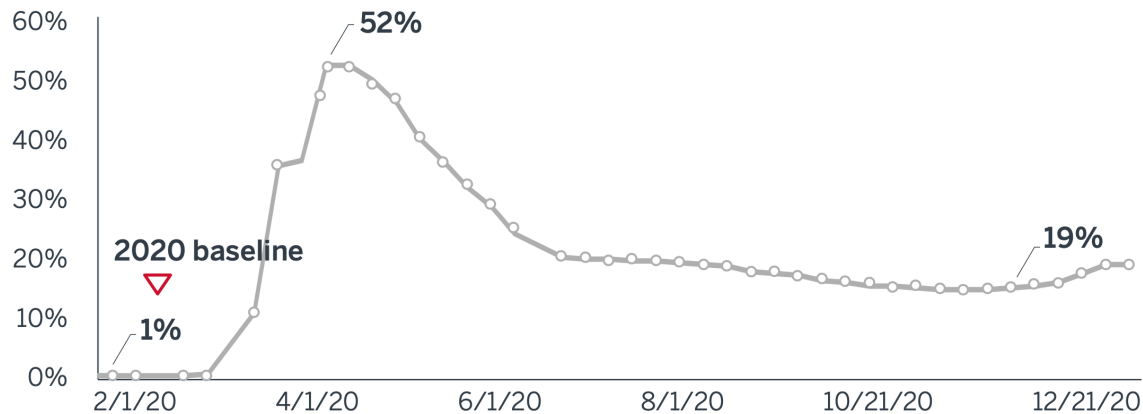


Patients and Providers agree, telehealth is here to stay

- Pre-2019 telehealth visits were nominal
- 2020 Covid shutdowns drove 52% peak utilization
- 2021 stats show steady 20%+ utilization that is here to stay

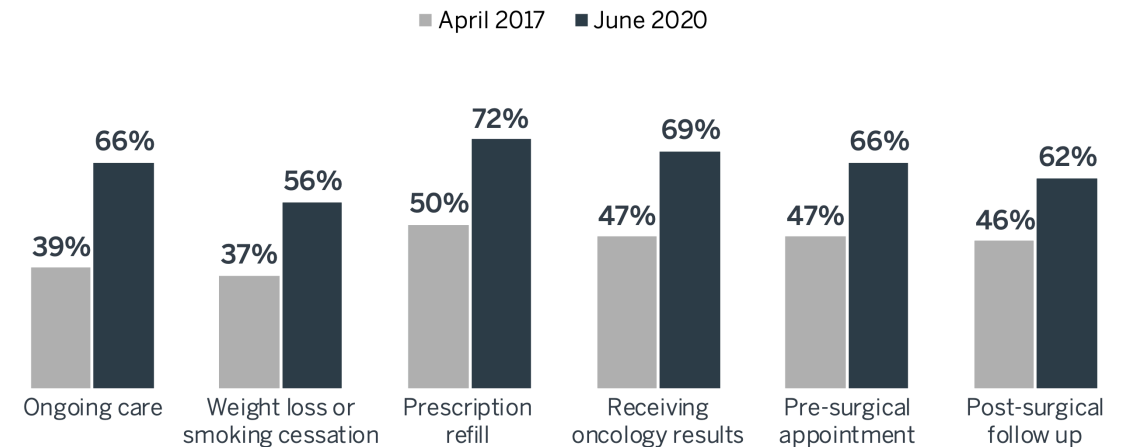
REMEMBER: WE STARTED AT (ALMOST) ZERO

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



Medpod Video

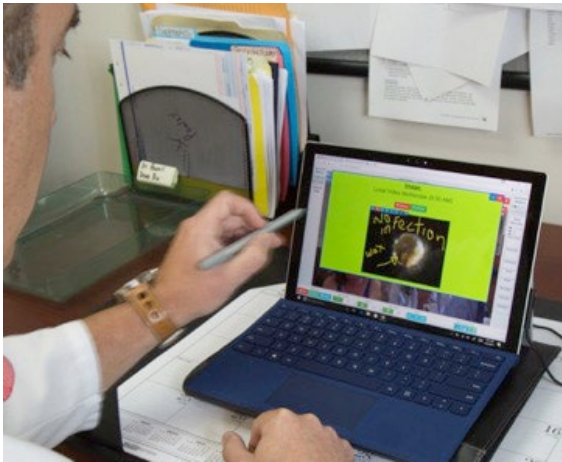
A direct to patient video consultation service for practitioners that's fully browser-based for easy virtual consultations — anytime, anywhere.

Strategies for adding telehealth to your practice:

- Balance resource schedules
- Load balance resources
- Drive patient engagement
- Drive follow-up revenue

What to look for when selecting a telehealth platform

- Integration with the practice schedule –for maximum strategic blending of in-person and video visits.
- Integration with on-line scheduling and digital patient intake tools.
- Bandwidth Correction.
- On screen patient guidance for a successful visit.
- Integrated translation services.
- Virtual group visit capability – include other family members and care givers
- Pick a solution designed to work along side your EMR, but capable if needed, to record vitals, simple notes, capture images that can be downloaded into your EMR



New & Unique to Henry Schein Medpod Telehealth

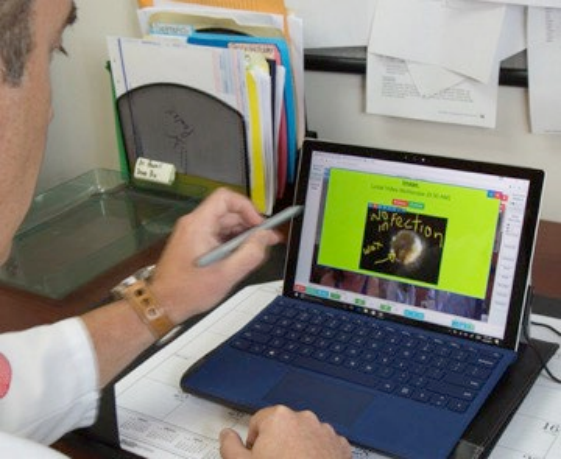
- Practice specific workflow functions:
 - No more one entry/one exit
 - Custom workflow to ensure proper intake and discharge – mirror your in-person visit workflow to maximize provider efficiency
 - Reduce post visit resource utilization

Telediagnosics - beyond video telemedicine

Medpod Telediagnosics enables high-quality remote physician-patient encounters billable up to level 5 E/M codes



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



Remote provider diagnosing with otoscope and annotating on image capture.

VITALS	VISION	PACS
STETHOSCOPE	RETINOPATHY	ABI
EXAM CAMERA	ULTRASOUND	COLPOSCOPE
EKG	BONE DENSITY	DENTAL
SPRIOMETRY	HEARING SCREENING	CONCUSSION TESTING

Robust professional Telediagnosics capabilities packed into a carry-on bag

**Breaking the boundaries
of traditional care settings**

**Transform any
environment into a
clinical care setting**

From House calls to Hospital-at-Home

Enables the mobilization of care to
expand provider reach

Powers remote consultations on
par with a face-to-face visit

Flexible and customizable
mobile medical infrastructure

Optimized for use with mobile
cellular service and Wi-Fi

Live video, audio, clinical data streaming
with remote provider control



House-calls Reinvented

Urgent Care-at-Home

Hospital-at-Home

Worksites

Schools

Ambulance

EMT-Community Paramedicine





Automating Technology to Ease Staffing Shortages & Over-Burdened Staff

HARI PRASAD

Founder & CEO,
Yosi Health



- Save your staff more time
- Vastly improve your patients' and staff experience
- Increase your organization's revenue and reduce expenses

Automating Technology to Ease Staffing Shortages & Over-Burdened Staff



1. Self - scheduling

Fill provider schedule and reduce call center burden

2. Appointment Reminders with Confirmation

Reduce patient no-shows

3. Patient Intake & Registration

Should be done virtually and NEVER in the waiting room

4. Payments

Never early to collect / Remove the pesky interaction with patients

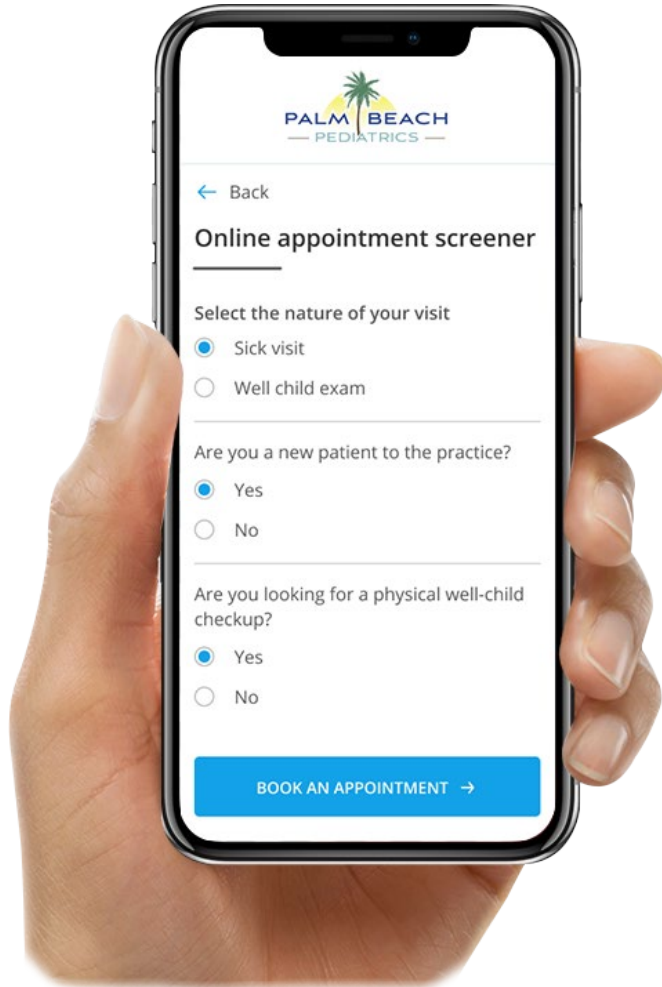
5. Post visit Reputation Management

All your patients should be writing you 5- star reviews – make them your ambassadors

6. Two Way Communication/Chat

Reduce phone call burden for staff

01 Self-scheduling – Effective if done correctly, done correctly if made easy



- ▶ Algorithm that matches appt types <> patients based on screener/questionnaire
- ▶ Patient easily fills out required information
- ▶ Based on your reason for visit / appointment type / provider / location, our system ensures accurate selection of appointment slots

Key Take away - Patient self-scheduling can free up to one FTE for every 100 appointments booked online

02 Appointment Reminders with confirmation options

Green indicates that the patient has confirmed their appointment.

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

The image shows a patient management interface. On the left, a table lists patients with status icons: Test U (grey), Robin Te (green), George T (red), Sophie T (green), Tester Jk (blue), Sanga Te (orange), Athena K (green), and Jack Tes (grey). A red box highlights the status icons for Robin Te, George T, and Sophie T. On the right, a modal window titled 'Welcome to Vybe Urgent Care' displays appointment details for a patient. The modal includes a 'Please select one of the options below' instruction, the appointment details, and three buttons: 'Confirm', 'Reschedule', and 'Cancel'. At the bottom of the modal, it says 'To cancel, reschedule or general inquiries call (503) 400-8675'.

Status	Patient
Grey	Test U
Green	Robin Te
Red	George T
Green	Sophie T
Blue	Tester Jk
Orange	Sanga Te
Green	Athena K
Grey	Jack Tes

vybe urgent care

Welcome to Vybe Urgent Care

Please select one of the options below

Appointment Details

When
May 28, 2020 at 5:30 PM

Where
115 Lex Ave, New York, NY 10115

Confirm

Reschedule

Cancel

To cancel, reschedule or general inquiries call (503) 400-8675

► White label and automate reminders

► Provide easy option for them to confirm/cancel/reschedule

► Better outcome than patient no-show. Reduces phone call burden significantly and keeps provider schedule full

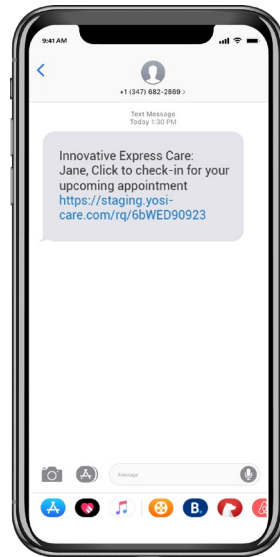
Key Take away – Cut no-shows by half

03 Patient Intake & Registration – Should be done virtually and NEVER in the waiting room

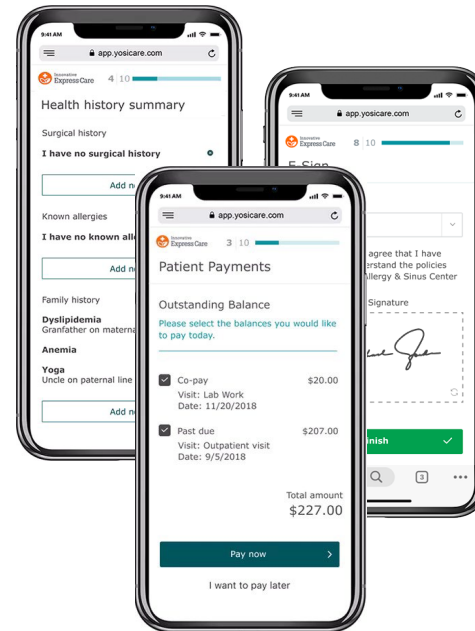
1. Appt Scheduled or Self-Scheduled in EMR



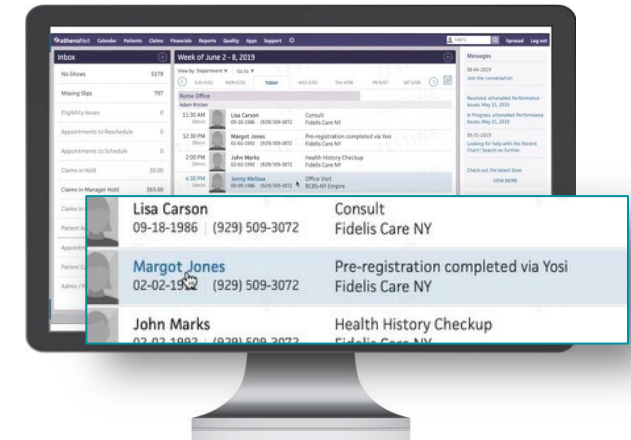
2. Patient Receives Custom Text Message & Email



3. Patient completes EVERYTHING AT HOME



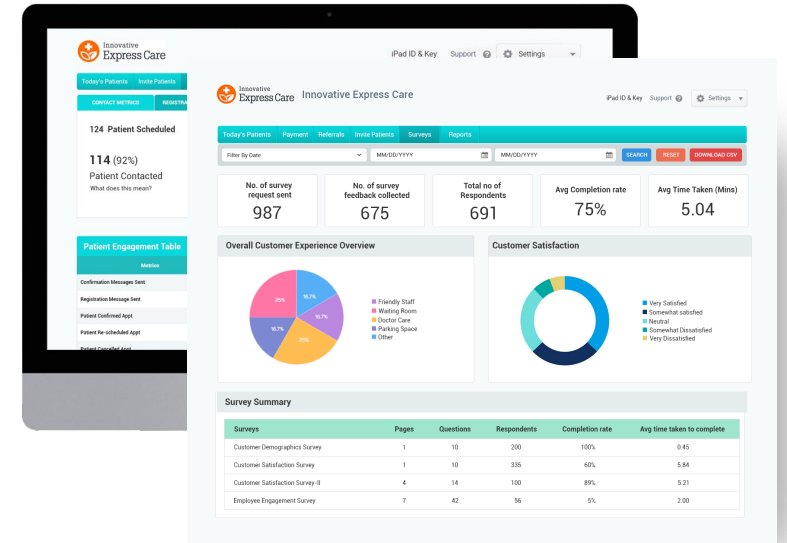
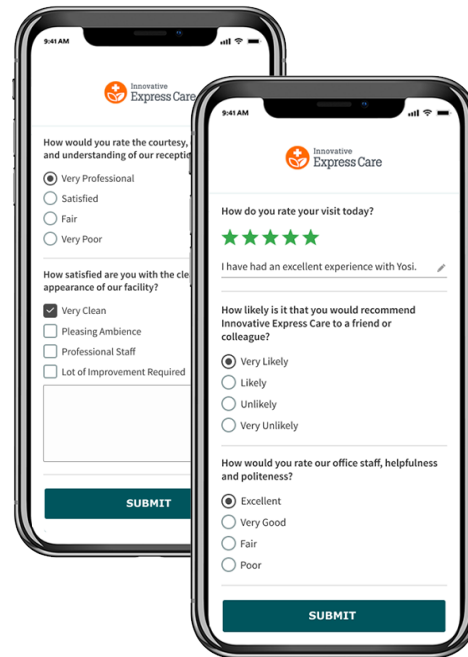
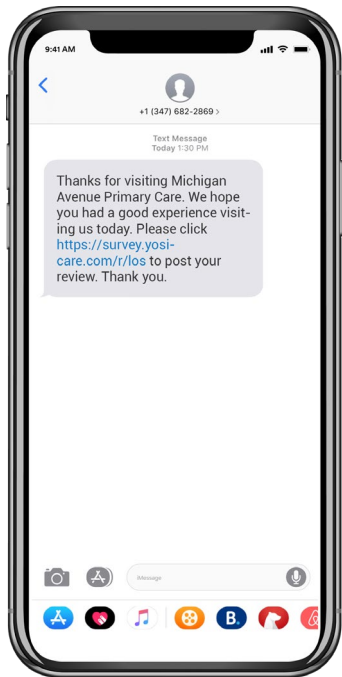
4. All Patient Data, Payments and Documents Integrated into EMR



Key Take away – 14 minutes saved for staff per patient

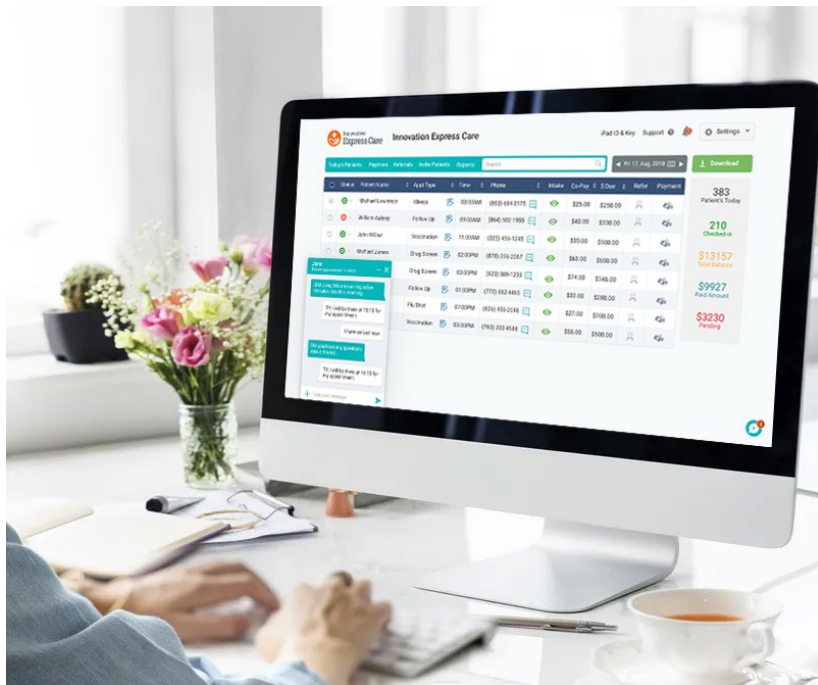
04 All your patients should be writing you 5- star reviews – make them your ambassadors

1. Patient receives text with survey / review link
2. Patient clicks the link and completes the survey / review
3. Patient survey response and reports available instantly in Yosi Dashboard



05 Two Way Communication/Chat – Excite Your Patients with the Convenience of Text Messaging!

All Staff (front desk, billing clinical) can text a patient



Patients can contact via text instead of calling the office



Key Take away – Reduce phone calls by up to 70%

Recap

- ✓ Patients want a great consumer experience, take advantage of the shift in dynamics to get them to do more

- ✓ Give them the right tools so they can do your work

- ✓ Provide staff relief especially when there's is a staff shortage and a significant burden on them – It's a great business decision!

- ✓ **Added incentive to engage:** Implementation Fee is fully waived if signed by Oct 1st

Staffing shortage facts that you can't afford to ignore.

48%

Forty-eight percent of executives surveyed said their organization's RCM or billing department was experiencing a severe shortage.

34%

Thirty four percent said it was seeing a moderate shortage, and 10% said it was seeing a mild shortage.

- survey - Gary Long R1 RCM



Automating and leveraging advanced RCM tools is a webinar in itself. Especially for practices that do their own billing in house.

Is your practice leveraging technology and advanced RCM tools to maximize revenue?

- Automated Eligibility and benefit verification
- Discovery Eligibility
- Automated Pre-Authorizations
- Claim Edit Scrubbing
- Clinical Claim Scrubbing
- Denial Management
- Reimbursement Manager
- Advanced Reimbursement Manger
- Claim status

- Auto posting/ERA Remittance
- PaperResolve – correspondence
- PaperResolve – payments
- PaperResolve - EOB
- Electronic Attachments
- Custom edits and Rules
- Patient Cost Estimator
- Patient Responsible Calculator

Strategies for solving staffing shortages & Accelerating your patient balance due collections



KAREN COOPER, MBA

District Sales Manager,
TSI Collections

tsi

Even if you do everything you can -

- Discovery eligibility, automated eligibility and remaining deductible verification
- Collecting co-pays and balance owed automatically through intake
- Patient Responsibility Calculators
- Statements with Pay online Option

You *still* have patient responsible balances that need to be collected.










Short Staffed? You could be leaving money on the table –
or putting your patient relationships at risk – lack of follow up can cause collections

“A bad financial experience can leave patients feeling frustrated and disappointed regardless of the care they received,” - Gary Long R1 RCM

— WHERE DOES YOUR — BILL FALL IN THIS LIST?

- ① The average household has \$135,924 in debt.
- ② 76% of Americans live paycheck to paycheck.
- ③ FICO has de-emphasized medical debt in their scoring model.

Your bill becomes one of many that your patient has to pay, but what if TSI could move you up their priority list?

-  Mortgage/Rent
-  Transportation/Car
-  Electric/Gas
-  Water/Sewer/Trash
-  Credit Cards
-  Insurance
-  School tuition/student loans
-  Cell phone/internet/cable
-  Medical

INTRODUCING TSI ACCELERATOR

- ✓ We make polite payment reminders in your business name
- ✓ There are five reminders over a 35 day period
- ✓ Our low fixed fee costs much less than internal follow-up
- ✓ Best utilized between 31-60 days
- ✓ All money is paid directly to you
- ✓ We do the work, but the reminders are coming from you



ACCELERATOR RESULTS BY INDUSTRY

Market Sector	Average Age (Days at Submission)	Average Balance	Average Cost Per Account	Recovery Rate	Average Cost (Shown as a Percentage)	For Every \$1 invested, TSI returned	Return Per Account Submitted
High Balance Medical	30	\$3,784	\$11.54	84%	0.4%	\$26.55	\$3,077
Low Balance Medical	41	\$245	\$12.03	79%	6.7%	\$14.86	\$178
Dental	43	\$367	\$12.39	82%	4.5%	\$22.18	\$274



QUESTION AND

ANSWER

THANK YOU FOR ATTENDING

More Questions? Reach out to one of our Henry Schein MicroMD Account Representatives to help you or to connect with our panelists.

 **800-624-8832**

 **micromdsales@henryschein.com**

