



Reinventing Your Practice

OK, the coronavirus pandemic hasn't changed everything

Patients still want and need convenient access to high-quality healthcare. But in response to this crisis — and in preparation for future ones — practices are discovering and adapting powerful tools for delivering care in safer and creative ways.

Reinventing your practice doesn't require tearing down walls or installing a supercomputer. It simply means taking a closer look at each stage of the patient's experience of care. In the following pages, we highlight ways you can:

- **Rethink the previsit process** for better access to care and safer, contactless check-in
- **Reshape your workflows** for a more effective patient visit
- **Reimagine the cycle of care** following a visit

To learn more about any of the products and services that eClinicalWorks and healow® offer, contact sales@eclinicalworks.com, visit our Customer Portal at my.eclinicalworks.com, or contact your Strategic Account Manager.

Reinvent Your Front Office

Patients today are looking for convenient access to quality care. Take traditional front-office functions directly to them, with a strong online presence, including online appointment booking and automated appointment reminders. Then follow up with a seamless and contactless check-in process that prepares the way for a quality office visit.

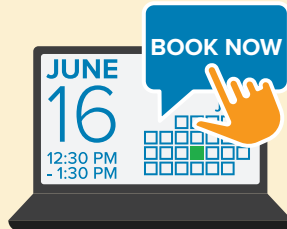
See how contactless
check-in works



Rethink booking and check-in

1

Let patients
book online
with ease



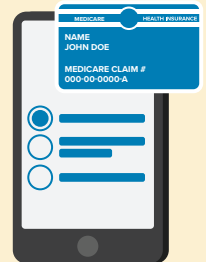
2

Send **reminders** &
let patients **confirm**
appointments



3

Patients **verify**
demographics
& **insurance**



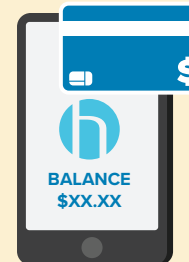
4

Have patients
complete **forms** &
questionnaires



5

Patients can use
healow Pay to
make payments



6

Patients let
you know **they**
have arrived



Reinvent the Patient Visit

Today, patient visits can take place in the provider's office or remotely, by appointment or with a simple click on the provider's smartphone. Empower your providers to deliver care anytime, anywhere, on any device — and ensure they have the most complete and up-to-date patient data at their fingertips.

Leading the way to
the future of healthcare



Reshape your workflows

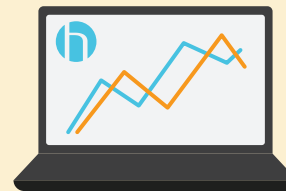
1

Gather patient data during **contactless check-in**



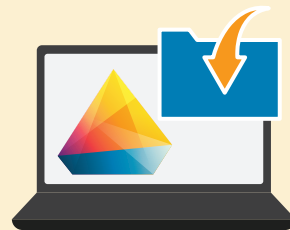
2

Providers access **patient-entered data** through **healow Hub**



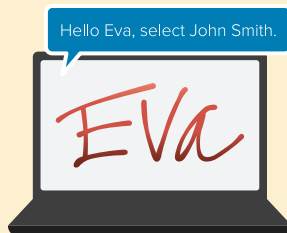
3

Providers access **hospital records** through **P.R.I.S.M.A.**



4

Rely on the **eClinicalWorks Virtual Assistant**



5

Use **eClinicalWorks Scribe®** on a smartphone for faster & easier documentation



6

Educate patients about the **healow smartphone app**



Reinvent the Post-Visit Process

Care doesn't end when the patient visit is over. Remain engaged with patients through the healow app, and by sending them satisfaction surveys and reminders. And use wearable medical devices and Population Health tools to better identify and meet their needs — promoting better outcomes.

See how healow improves patients' lives at Grove Medical Associates



Reimagine the cycle of care

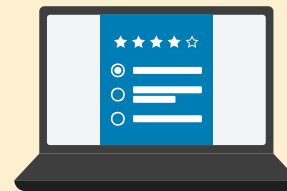
1

Engage patients with the **healow app**



2

Send patient **satisfaction surveys**



3

Use Messenger for **reminders & campaigns**



4

Implement **Chronic Care Management**



5

Deploy **Transition Care Management**



6

Encourage use of **home health monitoring**

