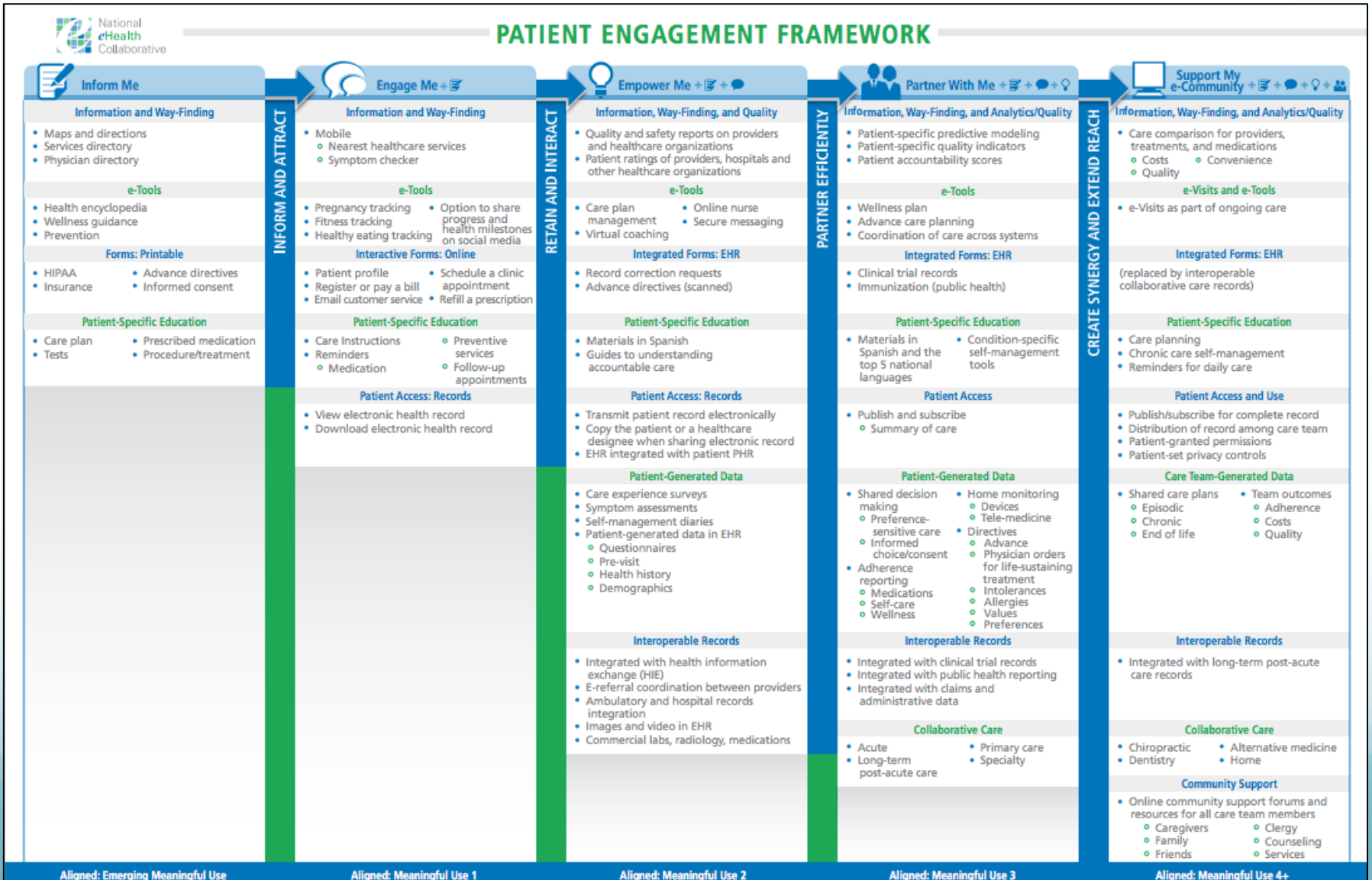


The Future of Patient Engagement Strategy in Healthcare

Patient-Centric Care



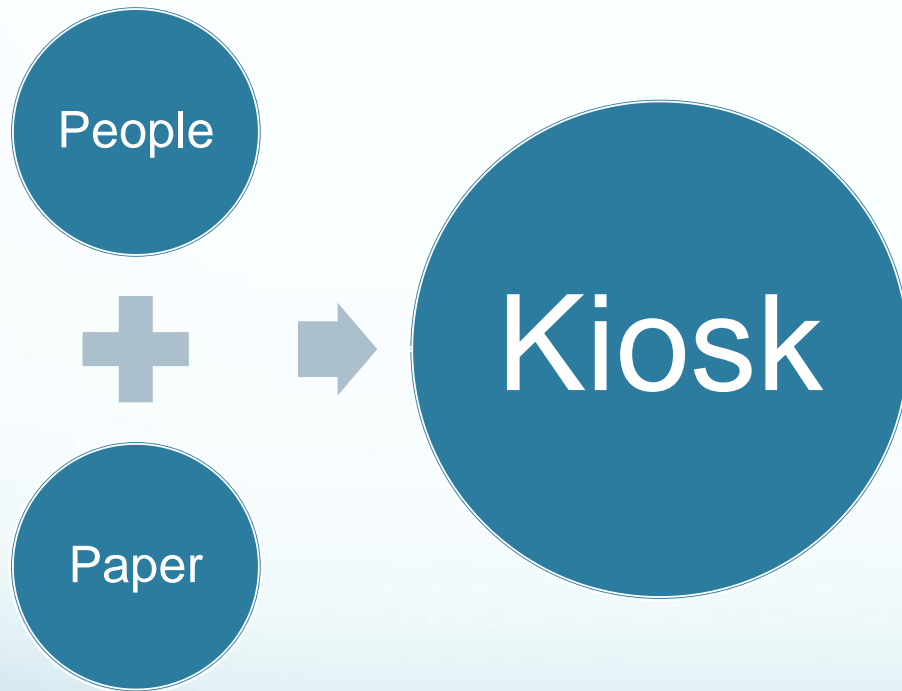
PATIENT ENGAGEMENT FRAMEWORK



TSG's Patient Engagement Apps



Self-Service Kiosks



TSG's Mobile Kiosk

Why an iPad Kiosk?

- Touch-based, easy to adopt, zero training solution
- Smaller footprint for quick & easy deployment
- Low IT cost & easy maintenance, repairs, & replacement
- Preferred computing platform by patients & professionals



TSG's Mobile Kiosk

Patient Kiosk is built on our robust Mobile Solution Platform:

- ❑ The client application is a native iPad app, leveraging the intuitive controls and touch capabilities of iOS
- ❑ Data collection, Content Management, Image Capture, Payment Collection, E-Sign and Multilingual
- ❑ A Forms Generation Engine so fields, drop downs and check boxes can be built using intelligent logic
- ❑ A Rule-based Workflow Engine to automate workflow for all specialty, and multiple visits within a specialty, for registration, H&P and any and all forms/clinical data capture in discrete format
- ❑ A Database Engine using open database technology for alerts, triggers and BI analytics capabilities
- ❑ An Integration Engine for multi-layer integration with Meditech
- ❑ Real-time MPI Database synchronization for speedy MPI search at the kiosk level
- ❑ Support for Meditech downtime: Patients can continue to register at the kiosk when Meditech is down, and when the system is back up everything is synched

Build Intelligent Workflows:

Patient Intake:

Central Registration
ED
Radiology
Outpatient Clinics
Etc.

Nurses & Case Managers

Robust Functionality

Secure Patient Identification

Collection of Patient Information

Scanning of Driver's License & Ins. Cards

Insurance Eligibility Checking

Co-pay & Outstanding Balance Collection

Electronically Sign Forms (E-sign)

Way Finding

“Avatar Button” to Call Personnel

Multilingual

Printing

Handicap Accessibility

Integrated Patient Engagement Strategy



Patient Kiosk/MSP

- Patient Intake
- Nurses & Case Managers
- More...



Patient Portal

- Online Portal that is Certified for MU Stage 2
- Features Include: Patient Chart/CCD, Appt. Request, Pre-Reg, Bill Pay, Care Reminders, Secure Messaging and more



Digital Wayfinding

- Online & Offline Interactive Directions
- Announcements, Events, Gift Shop info, Cafeteria Menu and more



Visitor Services

- Directories
- WayFinding
- Real-Time News and Blog Feeds



Patient Education

- Online Learning Management System (LMS) for continuing Patient Education



ER Wait Times

- Map View displaying nearby ER and Urgent Care Facilities with Wait Times
- Patients can find closest ER with shortest Wait Time

Staying Connected: Before the Visit



ER Wait Times

Patient can check Wait Times online or on a mobile app



Patient Portal

Patient can request an appt. and Pre-register before their visit



Digital Wayfinding

Patient can find interactive directions online or on a mobile app



Staying Connected: During the Visit

“My-Guide” Hospital Branded App



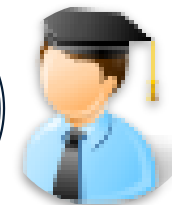
Visitor Services

Patient can interact with a Visitor Services application for Directories, WayFinding and more



Patient Kiosk/MSP

Patient can register or quickly check-in at an iPad-based Kiosk



Patient Portal & Patient Education

Patient can access their online chart and Patient Education while waiting



Staying Connected: After the Visit

“My-Chart” Hospital Branded App



Patient Portal

Patient can access their portal to check their visit results, pay their bills, communicate with hospital staff and more

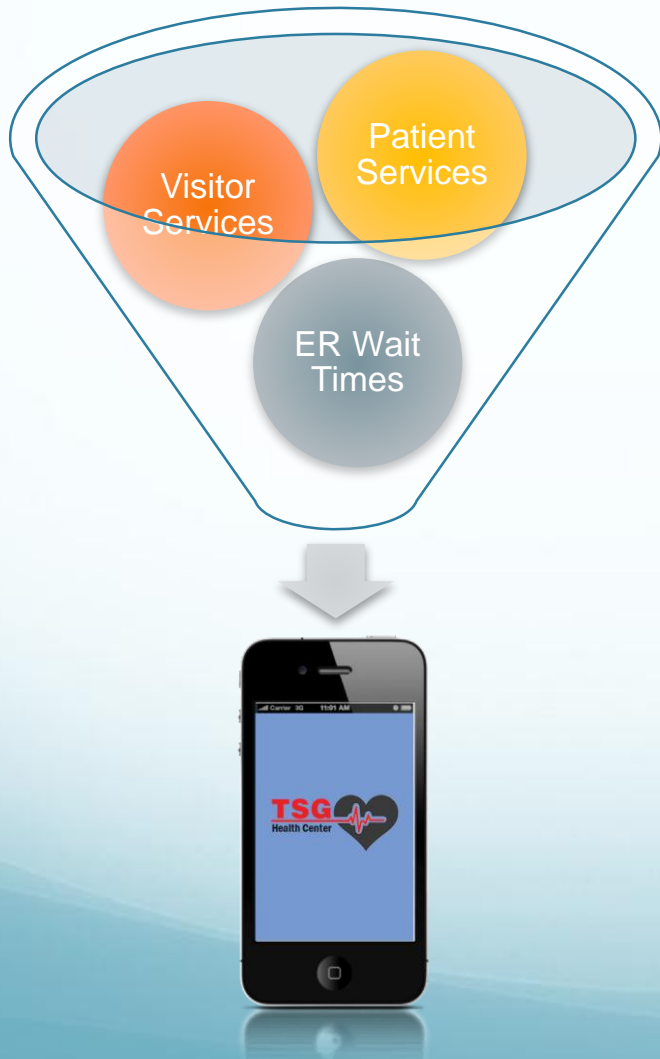


Patient Education

Patient can access educational material and medical libraries via an online Learning Content Management Platform



Branded App for Mobile Engagement



Patient Services

- Education and Medical Libraries
- Appointment Request
- Pre-registration
- Bill pay
- Prescription Re-fill Request
- Care Reminders
- Secure Messaging
- Patient Chart & CCD
- Reference iBlueButton or other BlueButton apps
- Electronic Insurance Card
- PHR (HealthVault or E-Health)

Visitor Services

- Real-time news and blog feeds
- Interactive Digital WayFinding
- Directories

Other

- ER Wait Times

Enterprise-Wide Mobile Workflow Examples

Patient Services

- Registration & Check-in
- Electronic Signature Capture
- Payment Collection
- Way Finding
- Surveys
- More...

Visitor Services

- Vendor Check-in
- Cafeteria Menu
- Way Finding
- Retail

Employee/Hiring

- Job Postings/Applications
- Hiring Process
- Surveys