

Medfusion Portal

Patient Experience Platform



Increase Patient Engagement

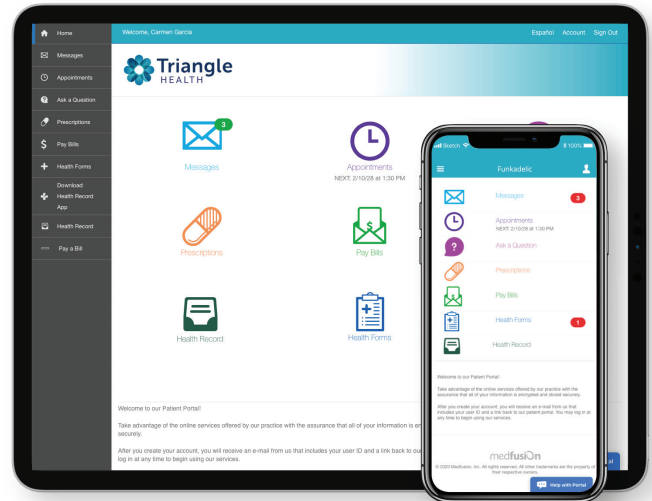


Improve Patient Outcomes



Boost Patient Retention

Medfusion Patient Portal is the cornerstone of our Patient Experience Platform. Our portal enables patients and practices to securely communicate and interact online through convenient digital channels. And with more than 20 years of experience, Medfusion Patient Portal easily tackles tasks like viewing health records, bill pay, scheduling, prescription renewal, check-in forms, and much more. Patients have 24/7 provider access from any device, and can initiate routine tasks without calling the practice's office—reducing the burden on a busy staff.



Challenges you face

Delayed or lost revenue

The average yearly expenditure for a patient is about \$7600. By offering easy and convenient ways for patients to pay bills your practice can increase accounts receivable and minimize financial loss.

Patient retention

Providers that deliver superior customer experience have 50% higher margins. Digital access to patient health data improves provider/patient relationship that can lead to improved outcomes.

Slow or no communication

Chronically ill patients would benefit the most from Provider reminders and the ability to discuss issues with their physician. Better engagement through patient portals can improve chronic disease management by almost 10%.

Medfusion Enables

Comprehensive patient engagement strategy

Pack all your Patient Engagement processes in one portal. Our easy to use interface and industry leading “up” times, allow your patients access anytime, anywhere.

Convenient payment options

Offer your patients 7 convenient ways to pay their bills before, during, and after their appointments. You'll get paid more, faster, and with less effort on the part of your staff.

Secure messaging between the patient and practice

Secure messaging allows your patients to have access to their healthcare records, make appointments, get lab results and receive answers to their medical questions.



Key features

Messaging – Allows your patient to securely view their appointments, get lab results and receive answers to their medical questions.

Prescriptions – Conveniently request a renewal for your prescription medications and patients can get prescription discounts with Blink Health.

Health Records – Allows patients to view their health records through connected practices.

PreCheck – Patients can confirm their personal information, provide their insurance, and pay copays and balances before they walk in your door. Reduce no-shows and get paid faster!

Health Forms – Have patients complete paperwork before their appointments and maintain updated records to streamline the check-in process.

Pay Bills – Highly configurable payment platform with options to pay within portal, through the practice website or by phone.

Patient Education – Offers patient-specific educational information to facilitate increased consumer engagement, improve care outcomes, and provide higher levels of patient satisfaction.

Ask a Question – Eliminate phone tag by submitting questions to your provider online, anytime, anywhere!

Appointments – Highly configurable scheduling platform allows patients to view, cancel, or reschedule their appointments 24/7, based on practice rules.

Mobile Access – The Patient Portal user interface reconfigures seamlessly to fit any size device, so you can access your health information no matter what connected device patients use.

“Medfusion’s patient portal is a seamless part of our communications and service environment. It is a tool we promote to our patients and team members as a mechanism that supports effective, efficient communication.”

*-Leeann Garms, COO
Raleigh Neurology Associates*

Outcomes

Boost patient engagement platform adoption

– A current client that specializes in neurosurgery & spine, increased patient portal adoption by 35%.

Secure and efficient – A current clients’ patients interact with the practice through the portal, 24/7, while efficiently allowing the practice to service requests within an appropriate time-frame.

Increase patient adoption – A current client had over 12,000 patients sign up for their portal within 9 months after implementation.

Increased patient payments – A current client had their patient payments increase more than 4x times by offering frictionless way for patients to pay their bills.

Decreased patient no-show – A current clients no-show rate dropped 75% and their appointment call volume dropped over 30% with the portals scheduling application.