

## Workflow Functionality:

- Fully Automated Patient Check-In, No Staff Involvement
- Patient Identification: Name and DOB, SSN, Driver's License, Loyalty Card, Student ID
- Demographic Data Updates And Verification
  - E-Mail, Cell Phone, Home Phone, Address
- Patient Payments:
  - Co-Pay, Patient Due Balance
  - Email Receipt Of Payment To Patients, Or Print At OTech Device
  - Post Payments To A Batch
  - End Of Day Reconciliation Report Automatically Created And Emailed To Staff
  - Payment Processing With OTech Partners at Market Rate
- Insurance Verification Of Data Residing In PM
  - Indicate If Eligible Or Not Eligible
- Real Time Insurance Verification/ Eligibility
  - Using Insurance Data Already Residing In PM
  - OTech Passes Insurance Data To A Partner Of Clients Choosing: Availity, Experian (MPV), InstaMed, Navicare and NextGen Healthcare (RTS)
- Ask/ Update Meaningful Use Questions: Race, Ethnicity, Preferred Language
- Create Image Of Insurance Card, Driver License Via Scanner
- Patient Photo: Via Scan Of Driver License
- Arrive The Patient To Their Appointment In PM
  - Mark Appointment As Arrived
- Alert Staff Via Email, Paging, Printing
  - Scheduling System Will Reflect Patients Arrival
    - Check-In Notice, With Details Of Process
  - Patient Quit/ Abort
    - With Details Of Process, Including Last Screen Used
    - Scheduling System Will Reflect Failed Check-In (Client's Default Value)
- Instant staff alerts with uNotify

## Client Directed Functionality:

- English, Spanish, Portuguese And German
- Targeted Messaging, Announcements, Reminders: All On Screen
  - No Ads, No 3<sup>rd</sup> Party Marketing
- Many screens have customizable wording
- Window Of Time That Is An "On Time" Check-In
- "Timeout" Countdown, To Warn A Patient Before The Check-In Quits
- The Payment Option(s) Available To Patient: Credit, Debit, Cash, Check
- Shutdown Time for the Device. Starts Up At 6am

## Confirm/Update:

- Preferred Communication Method
- Primary Care Provider
- Referring Provider
- Employer

## Reporting:

- Reporting Tools: # Of Check-Ins (Usage), Collections, Elapsed Time, Etc.
- End Of Day Reconciliation Report Automatically Created And Emailed To Staff

## Printing:

- Receipt Printer At Device, For Patient:
  - Receipt Of Patient Payments (or can instead be emailed)
  - Way Finding Directions (Where To Go After Successful Check-In)
- Device Can Connect To A Network Printer, Using The Printer's IP Address
  - Check-In Notice
  - Coupons, Labels, Forms
  - Settlement Report/ Reconciliation
  - Fee Ticket/ Charge Ticket/ Router/ Super Bill
  - Patient Education Or Other Targeted Messaging