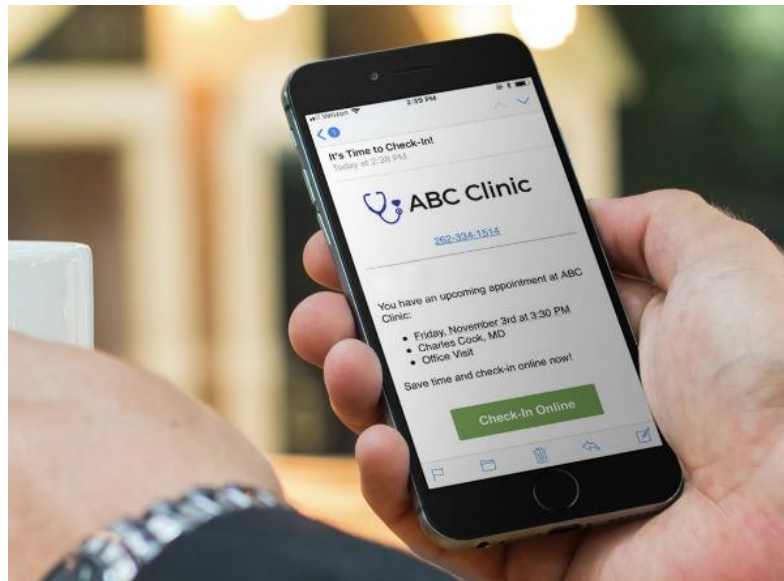


Patients check-in and complete forms/questionnaires BEFORE their appointment on any internet-ready device

Workflow:

1. **uStart creates a list of eligible patients every 10 minutes**
 - a. We query the PM System database, through custom programming of client's requirements to create the list
2. **Email and/or text sent to each eligible patient**
 - a. Contains a secure, unique link to uStart to use on any internet ready device
 - i. No one can use this link to get into your system. SSL and data entry is done with parameters, so SQL injection hacks are impossible. Also, URL link is a 60-character code string
 - b. You set how far in advance you want to send this email and when to send a follow up email (only sent if uStart not completed)
 - i. Customizable: logo, URL, "from" email address, wording of emails
 - ii. You can turn "off" who will receive uStart based on location, event type, provider, etc.
 - iii. It's a "no reply" email address
3. **Patient clicks the link in the email/text**
 - a. Redirects them to the uStart page (with your branding)
 - b. Workflow status can be set to a defined status like "Pre Check-In Started"
4. **Patient begins uStart**
 - a. Patient enters DOB as additional verification
 - b. Same functionality of uArrive (patient payments, demographics, insurance, etc) and uSign
 - c. All patient activity reflected in PM/EHR system
5. **Upon completion, email and/or text sent to patient containing unique code**
 - a. Workflow status changed to "Pre Check-In Completed"



6. **One hour before the appointment, patient receives an additional reminder text with the confirmation code again**
 - a. This time window is customizable, i.e. one hour, 45 minutes 30 minutes, etc.
7. **Patient arrives at office and can:**
 - a. Go to OTech device (existing or purchase new) and enter code and/or name and DOB
 - b. Go to staff who can use uStart Application Webpage
 - c. Use cell phone with link (uses location services) if within XX number of feet
 - d. If they forget to go to staff and/or device... they will receive a reminder email/text stating, they have not notified staff of their arrival.
8. **Patient sees custom "done" instructions – wayfinding, etc.**
 - a. Workflow status can be changed to "Kept" or client defined status
9. **Patient is arrived and it creates encounter (per client's request) in PM System**



Functionality:

- Demographic Data Updates and Verification
 - E-Mail, Cell Phone, Home Phone, Address, Insurance Info
 - Wireless carrier is asked to determine method to send text notifications
- Patient Payments:
 - Co-Pay, Patient Due Balance
 - Email Receipt of Payment to Patient
 - Post Payments to A Batch
 - Payment Processing with OTech Partners at Market Rate
- Email Image of Insurance Card to Staff
- Complete Authorization Forms/Questionnaires
 - PDF documents saved to document management
 - EHR values saved on uStart server and added to database and associated with the encounter at the time the patient completes check-in
- Arrive the Patient to Their Appointment in Practice Management
- Form Completion – same as uSign

Client Directed Functionality:

- "Flag" Patients in PM Who Should Not Check-In Based on Criteria Such As:
 - Appointment Type/ Event Type, Reason Code, Patient Status, Financial Class, Bankruptcy, Poor Credit, Mail Return, Etc.
- The Payment Option(s) Available to Patient: Credit, Debit, Cash, Check

FAQ:

- Is it part of the Patient Portal?
 - o No, it is a standalone web-based application.
- Do I need to purchase a kiosk?
 - o This is optional. Patients can go directly to staff, enter a unique code on an existing OTech device or you can purchase a small countertop 15-inch kiosk.
- What about server needs?
 - o First, even if you are a current OTech client, uStart needs a separate server (1 per client). We need admin access rights to a server on your database.
- What languages are available?
 - o All languages are available, including character set languages.
- What are the benefits?
 - o Ease of use, no lines onsite, privacy and security, no hardware to manage/charge/maintain, patients don't have to stand in front of kiosk or sit with tablet onsite filling out forms and completing check-in.
- Is there a back button?
 - o No. For security purposes, patients cannot skip around the application.
- What if the patient closes their browser in the middle of uStart?
 - o The patient can re-click on the link and the application will open to where they left off (after they reenter DOB).
 - o All PM updates are made automatically in real-time. All EHR updates attach to the encounter.
- What about reporting?
 - o We track emails sent, emails rejected, emails viewed, patients started and patients completed.
- Can I test it before I go live?
 - o There is a "test mode" so staff can test uStart before turning live to all patients.
- How does uStart handle new patients?
 - o If they have an appointment and a mini-registration (name/dob/email address) then yes, new patients can use uStart.