

webVisit®

“Face-to-face visits will likely continue to be an important form of clinician and patient interaction... but in many cases, face-to-face visits are not wanted by either clinician or patient, nor are they truly needed. Substituting other forms of care, such as electronic communication for some face-to-face visits presents an opportunity not only to improve care—make it safer, more effective, patient-centered, and timely—but also to make it more efficient.”

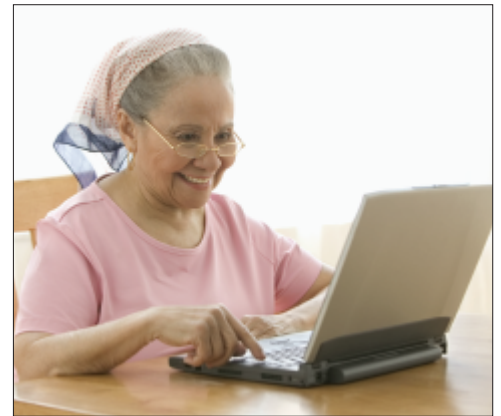
Committee on Quality
of Health Care in America

Redefining Healthcare Through Innovation and Technology Leadership

Is an office visit always necessary? It remains the cornerstone of the care relationship, but it doesn't always serve patient or provider well. Providers are already hard-pressed to manage increasingly frantic schedules and growing patient demands. And patients must contend with taking time off work, dealing with transportation and parking, and sitting and waiting for a rushed face-to-face visit—even though in some cases their need for advice could be satisfied in a different way.

For those times, there is in fact a better way. The RelayHealth-pioneered clinical consultation, the webVisit®, combines the advantages of an office visit with the convenience of asynchronous, structured communication for non-urgent or chronic medical problems.

The benefits can be substantial. PricewaterhouseCoopers projects that more than 20 percent of all office visits could be eliminated through online doctor-patient communication and/or monitoring via the Internet.¹ By shifting non-urgent matters online, RelayHealth helps providers better structure their workload and focus resources on the most urgent patient needs.



The Convenience of Asynchronous Online Communication

The secure webVisit consultation guides patients through an interactive symptom or condition-based questionnaire—streamlining the online exchange between patient and doctor. It's made possible by integrating clinical interviews and branching logic—authored and reviewed by academic and community-based physicians, experts in their fields of practice.

Using easy-to-understand language, each of the more than 100 webVisit interviews ask patients the sort of questions a physician would during an examination, and then constructs a succinct, structured message to the doctor presenting the answers provided. It's a quick, convenient, and effective way for patients to report their non-urgent symptoms, and enables physicians to deliver a fast, informed response.

RelayHealth Benefits

- **More than 100 clinically reviewed interactive patient interviews**
- **Builds concise, structured clinical message**
- **Allows efficient means of replacing low-acuity office visits**
- **Supplies rich library of templated treatment options and online patient resources**
- **Automates charging and collections**
- **Reimbursed by a growing list of health plans**
- **Integrated eScript®, e-prescribing and renewal authorization service**
- **Produces chart-ready documentation**
- **Integrates and supports existing nurse triage protocols and office workflows**

webVisit enables a nurse or other clinical team member to triage and prepare responses, just as they would for office visits or telephone calls, resulting in a seamless integration with the existing workflow in the practice.

Other unique RelayHealth features further maximize practice productivity and quality of care. The patient's online Health Record is delivered to the physician or other caregiver in tandem with each webVisit, so existing conditions and prescriptions can be reviewed when rendering an opinion. And, along with written patient instructions, RelayHealth enables providers to prescribe medications, attach handouts or Web links, include educational material from the comprehensive RelayHealth Self Care library, or deliver an online form asking the patient to schedule an in-person visit.

Integrated Charging Feature

RelayHealth's integrated—and optional—charging module enables physicians to assign fees for medical services rendered online. RelayHealth has initiated a series of landmark webVisit reimbursement studies with major healthcare organizations and payors nationwide. These rigorous, independent studies are quantifying the economic value of online communication between doctors and their established patients, particularly in regard to the corresponding impact on non-urgent office visits and phone consultations. As a result, a growing list of health plans reimburse for RelayHealth webVisit consultations.

Use Only as Directed

Designed and intended for use between patients and doctors with pre-established relationships, the RelayHealth service goes to great lengths to educate patients about the proper circumstances in which to use online communication—including the webVisit. High-visibility notices emphasizing that webVisit consultations are exclusively for non-urgent health matters appear at the onset of each webVisit, and patients must actively consent to the webVisit terms.

RelayHealth operates as a neutral partner in an open network to support quality care improvements and reduce administrative costs for hospitals, pharmacies, providers, payors and patients. By offering connectivity and integrated solutions to participants across the spectrum of healthcare delivery, RelayHealth provides Care Fully Connected™.

To learn more, please call 866-RELAYME or visit us at www.relayhealth.com.

1. HealthCast 2010(SM): Smaller World, Bigger Expectations, PriceWaterhouseCoopers, 1999

Respond Rapidly, and Appropriately

To streamline the patient reply process, RelayHealth supplies a comprehensive database of customizable treatment options, which—like the webVisit's structured clinical interviews—are based upon generally accepted practice standards in each specialty area, as well as guidelines from organizations such as the U.S. Preventive Services Task Force. These treatment options make it easy to prepare comprehensive responses quickly. In addition, healthcare providers may create, organize, and customize their own common set of templates for responding to patient messages. For further time savings, the



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