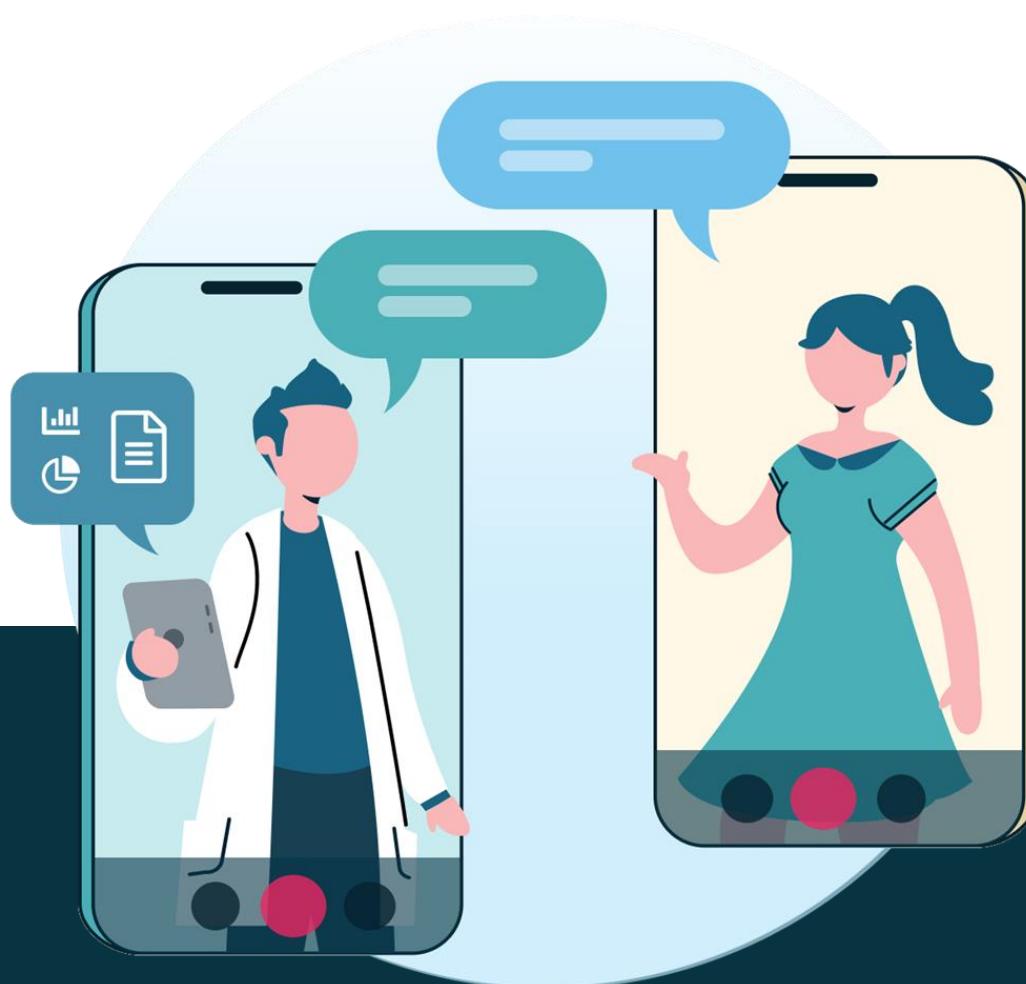


19 Essentials

for Highly Productive Telehealth Programs From Millions of Telemedicine Visits



The Ultimate Telehealth Program Playbook
for a Hybrid Care, Post Pandemic World

Matt McBride

CEO & Co-Founder of Mend

Table Of Contents

Foreword	3
Why is Telehealth & Patient Engagement So Important?	4
COVID-19 Telehealth Impact Study	5
What Do Your Customers Want?	6
Running a Highly Productive Telehealth Program	7 - 31
Essential 01 - Set Clear Goals	8
Essential 02 - Develop a Telehealth Clinical Protocol	9
Essential 03 - Answer Key Operational Questions	10
Essential 04 - Other Operational Considerations	11
Essential 05 - Legal Considerations	12
Essential 06 - Technology & IT	13
Essential 07 - Scheduling Script	14
Essential 08 - Provider Physical Space	15
Essential 09 - New Telehealth SOPs	16
Essential 10 - Billing Basics	17
Essential 11 - Telehealth Visit Workflow	19
Essential 12 - Tips to Help More Patients	23
Essential 13 - Reachable vs. Unreachable	25
Essential 14 - Staff Can Stay in the HER/PMS	26
Essential 15 - Provider Stays in Patient's Chart (PiP)	27
Essential 16 - Dashboard Available in Video Visit	28
Essential 17 - Nudge Patient or Easily Add Third Parties	29
Essential 18 - Dialer: Patient, Scribes & Translators	30
Essential 19 - Enhanced Virtual Waiting Room Patient Experience	31
One Partner. One Integration. One Experience	32
Mend Patient Journey	33

Foreword

We greatly appreciate getting the opportunity to share knowledge we have learned over the many years helping organizations build highly productive Telehealth programs. Our team is passionate about helping you help more people.

We have intentionally tried to keep the content short and to the point. We welcome any comments or questions.

You can reach me anytime via email, matt@mend.com. Please enjoy!

Thank you,



Matt McBride

Mend CEO & Co-Founder
matt@mend.com

Why is Telehealth & Patient Engagement So Important?

Hybrid care is the future of healthcare. Other industries are adopting digital experiences, value based care models will need it, and consumers want to interact with providers and healthcare organizations digitally. Your organization will benefit in numerous ways and all stakeholders can win with increased access to care that technology facilitates.

Stakeholder Value Propositions

Patients

- Transportation
- Convenience
- Increased access to care
- Rural access to specialists
- Contain contagious disease

Clinicians

- Continuity of care
- Improve outcomes
- Increase chronic care
- Monetize frequent care
- Coordinate care between providers

C-Suite

- New revenue
- Fulfill quality measures
- Improve efficiency
- Improve patient retention and loyalty
- Reduce no-shows or cancellations
- Community outreach goals
- Expand patient base through access and referrals
- Increase data-driven care
- Increase innovation

COVID-19 Telehealth Impact Study

The **Healthcare Coalition** is composed of numerous healthcare organizations including Mayo Clinic, MITRE Corporation, Change Healthcare, Inc., the American Medical Association, the American Telemedicine Association, the Digital Medicine Society, Massachusetts Health Quality Partners, and MassChallenge. It's primary mission is to study the impact of telehealth during the pandemic and share data with the public.

Here are some important highlights from the study:



- **73% of patients will continue to use telehealth services in the future.**
- **83% of patients believed the quality of the patient-physician communication was good.**
- **79% of patients were very satisfied** with the care received during their last telehealth visit.
- **68% of physicians told researchers they were personally motivated** to increase the use of telehealth in their practice
- **73% of physicians used telehealth for chronic disease mngt.**, 64% med. mngt., 60% care coordination, 53% preventive care, 48% hospital or emergency follow up
- **41% of patients would have chosen telehealth over an in-person appointment** for their last visit, even if both required a copay.

It's clear that the collective consciousness has experienced telemedicine and other forms of digital healthcare and the demand is only going to increase as time goes on.

What Do Your Customers Want?

Cleveland Clinic published a study in the [Journal of Medical Internet Research](#) with the objective to, "comprehensively consider patient experience, including relationship-centered care measures, to assess patient satisfaction during virtual visits."

The following are key results from the study:

91%

virtual visit made it easy to get the care they needed

95%

said they felt comfortable with the technology

82%

virtual visit was as good as an in-person visit by a clinician

93%

virtual visit clinician was interested in them as a person

Running a Highly Productive Telehealth Program



In this section we will cover key operational lessons learned from millions of virtual visits. Our goal is always to help you help as many people as possible.

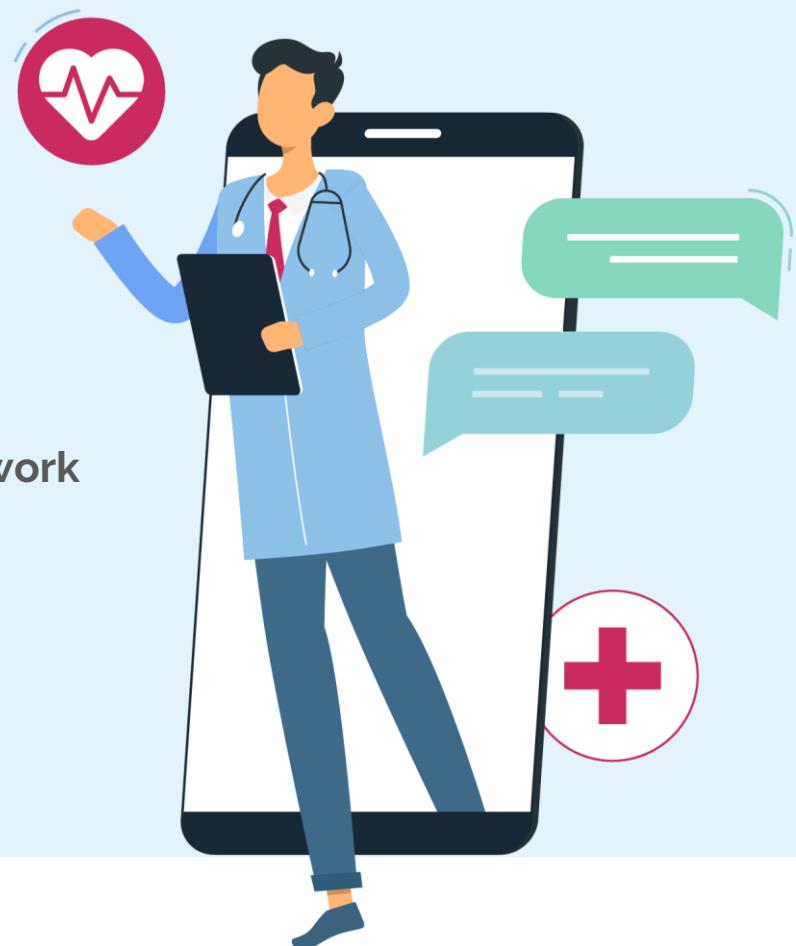
ESSENTIAL NO. 1

Set Clear Goals

This sounds commonsensical, but it can be overlooked or not properly aligned within an organization. The organization needs to clearly define the problem to solve, goals to accomplish, and data measures to track success. This information cannot only reside with leadership. Every member of the team involved in your digital transformation should clearly understand the problem, goals, and measures in place.

Here are common goals that we partner with our customers to solve:

- **Maximize productivity**
 - Reduce no-shows, cancels
 - Improve compliance & cancellations
 - Load balance providers across locations
- **Rapidly expand service market**
 - Increase referral sources
- **Expand business hours**
- **Eliminate free work**
- **Attract and retain providers with remote work**
- **Increase patient & provider satisfaction**
- **Reduce staff technical support burden**
- **Reduce overhead**



ESSENTIAL NO. 2

Develop a Telehealth Clinical Protocol

Virtual visits may not be appropriate in certain situations. Your state may require a frequency of in-person care if virtual visits are being offered. Clearly define your clinical protocols for providers and staff to follow.

Here are common, high-level protocols from our experience:

Problem Encounters

- High no-show rate visit types
- Points in care where compliance drops
- Infectious disease concerns
- Transportation & other barriers to care

Types of Visits

- Medication management
- Follow-up visits
- Lab results
- Chronic care management
- Therapy
- Pre- & Post-op care
- Group education & wellness
- Low-acuity care
- Clinical trials



ESSENTIAL NO. 3

Answer Key Operational Questions

Telemedicine is not a video conference or FaceTime call. Telemedicine should be a piece of your digital health strategy. If Telemedicine is just a video conference, here are some of the problems that will occur within your organization:

- Links to connect to encounters end up being managed and sent manually by staff and/or providers.
- Links end up being shared across patients and if someone joins early, that is a poor experience and a potential HIPAA concern.
- Consents, clinical assessments, and other paperwork become a manual process to collect.
- Copay and payment collection issues can arise.
- Staff and providers become technical support representatives.

At a high level, you need to think through the entire patient journey and how you will operationalize a hybrid care strategy across the organization.



Which staff will be involved in the telehealth program and who will have input into decisions?



How will responsibilities and staff roles be aligned?



Will you schedule telehealth consults throughout clinic hours, during a particular time, or after-hours?



What needs to change in terms of documentation during encounters (patient self-reported vitals, billing modifiers, place of service, etc.)



Will all providers deliver telehealth services or just some? How does the schedule need to change and do providers have different preferences?



How will clinical protocols be implemented so that the correct appointments get routed to telehealth?

ESSENTIAL NO. 4

Other Operational Considerations

If you imagine every step and process that takes place for an in-person encounter, this will help you identify every operational consideration for a hybrid care delivery model.

Here are more operational question examples to think through:

- How do patients first hear about telehealth?
 - Triage & prescribe based on clinical protocol
 - Marketing efforts
- Staff scripts for setting requirements & expectations of telehealth encounters
- Scheduling, documentation, and billing continue in the EHR/PMS
- Are telehealth appointment types setup on the schedule?
- How do patients register for telehealth?
 - **Mend** self-scheduling, staff scheduling, or other
- Integration for Automation - **Mend** to integrate with EHR
- What reimbursement model makes most sense for your practice (e.g., bill insurance, flat fee for patient, or both)?
- Who will keep track of developing reimbursement policies? (<https://www.cchpca.org/>)
- Are the appropriate codes available in the EHR system?
- Do the care team members know what documentation is required for telehealth billing?



ESSENTIAL NO. 5

Legal Considerations

Healthcare is highly regulated. Here are some important learnings to help you navigate the regulatory and compliance landscape:



PAYER CONTRACTS

Make sure all payer contracts reimburse for telehealth at equivalent rates. Regardless of the telemedicine laws in your state, payer contracts are where you can control your hybrid care destiny. In most states, payment parity laws do not have teeth and allow payers the flexibility to dictate terms via contracts.

In our experience, prior to the pandemic, we saw many customers work with their payer representatives to secure equivalent reimbursement rates even in states with terrible telemedicine laws. We've even seen customers pioneer changes in state laws that limited access to care.



STATE LAWS

The **Center for Connected Health Policy (CCHP)** is the best resource for reviewing and tracking all regulatory matters at a federal and state level. CCHP summarizes all of the regulations and provides hyperlinks to the statutes for further analysis. In addition to CCHP, legal counsel that specializes in telemedicine can help navigate the regulatory landscape.



HIPAA & CONSENTS

The Public Health Emergency (PHE) has allowed many providers to connect with patients via non-compliant tools like FaceTime and WhatsApp. These conveniences are unlikely to last beyond the PHE. Now is the time to partner with an organization like **Mend** that is HIPAA and HITECH compliant with SOC 2, Type 2 certification.

Video conferencing tools will collect terms and conditions that protect their organization, not yours. A hybrid healthcare model with end-to-end patient engagement needs several consents, as a best practice. **Mend** will provide you with consents you can use or modify for telehealth, email, SMS, payment, and more. These are not **Mend** consents. These can be modified per your legal counsel and become your digital health consents with your patients.

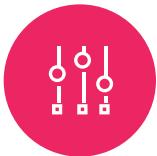
ESSENTIAL NO. 6

Technology & IT



Providers

If a provider has connection issues, unlike poor patient connectivity, it can affect every visit. Provider connectivity needs to be reviewed, tested, and monitored. **Mend** has a Provider Success Team that will test and verify Internet and equipment used by providers.



Technical Support

Are your staff and providers going to have to do technical support in addition to their clinical work? Some patients, staff, or providers may need technical assistance. **Mend** provides instant support within 15-20 seconds to staff, providers, and patients.



Security & Compliance

The time is now to move to a vendor partner that is compliant and secure. Patients care about their privacy. **Mend** is HIPAA compliant and SOC 2, Type 2 certified. Mend is also HITECH Act, E-Sign Act, COPPA, ADA WCAG 2.0, PCI, CAN-SPAM, TCPA, & 42 CFR Part 2 compliant.



Connectivity

You should plan to use existing equipment and Internet connections. Slight firewall modifications may be required to allow for encrypted audio/video connections. The **Mend** implementation team will test your network, end-to-end and identify any optimizations.

Mend can also provide connectivity reporting at the user level to identify providers or patients with poor connections. **Mend** also provides organization connectivity averages and **Mend** averages to benchmark against.

ESSENTIAL NO. 7

Scheduling Script

Whether staff is scheduling an appointment or you allow for online patient scheduling, this is a very important touch point to set expectations, so that the patient has a great virtual experience. Connectivity is still a challenge for some patients and this is your opportunity to be proactive. If a patient is not well prepared, everyone loses. Perhaps the encounter doesn't happen and care is not delivered. Additionally, there is an opportunity cost if a booked slot does not happen and then gets rescheduled into a future slot. That single encounter consumed two slots of capacity for care to be delivered.

The following is a checklist that your staff can use on your website, email, or flyer to prepare patients for a virtual visit.

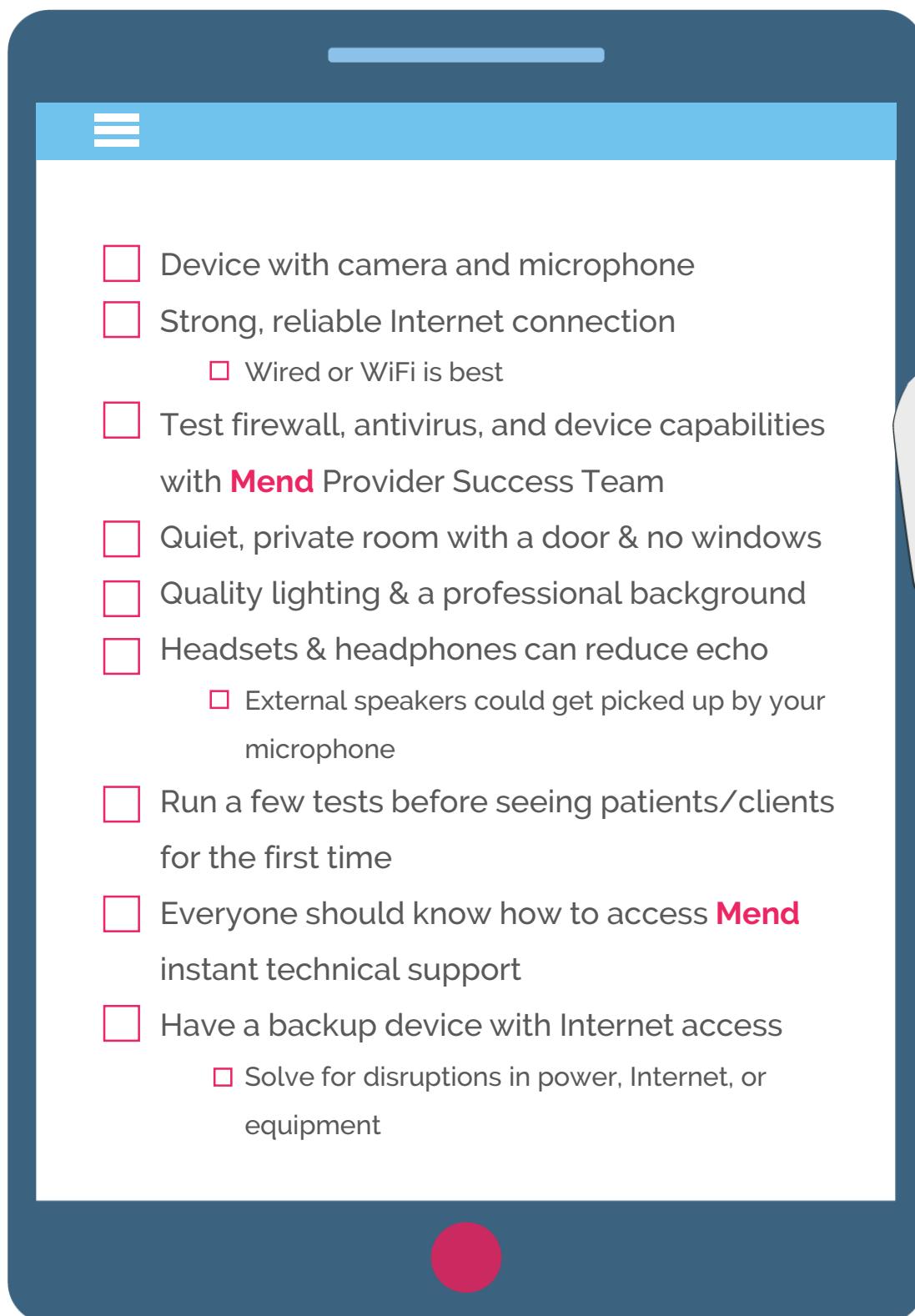


- Collect **EMAIL** and/or mobile for reminders and links.
- Confirm that they have a device with a camera & mic.
- Confirm access to a strong Internet connection.
- Recommend a quiet location
- Set expectations
 - Telehealth consent collected at time of first visit
 - Click receive email/SMS with a secure link, enter DOB, & enter waiting room with educational content
 - You will meet with front-desk, nurse, provider, and then checkout
 - (Modify as needed depending on your actual workflow)
- Relay tips for a successful visit
 - Strong Internet
 - Restart device and/or close all other apps or programs prior to visit
 - Headsets recommended for best audio and to reduce echo
 - Plug-in device to avoid running out of power

ESSENTIAL NO. 8

Provider's Physical Space

Providers can be located anywhere to see patients. The patient must be physically located in the state where the provider is licensed. A provider's physical space must be HIPAA compliant. Here are some tips and considerations for providers:



ESSENTIAL NO. 9

New Telehealth SOPs

We've covered a lot of operational areas to think about. The following are other telemedicine Standard Operating Procedures (SOPs) to document for your organization:



Verification of patient identity



Patient not in a secure location
(Okay under HIPAA)



Provider's homes should be HIPAA compliant



Patient telehealth consent on file



Staff and provider attire



Provider camera should be on and looking at camera to engage with patient



Patient is driving or doing something unsafe



Respect patients' requests for in-person care whenever feasible



Scribes & translators

The **Mend** dialer can easily allow providers to dial-in third-parties to video sessions



Medical board may require in-person encounters

(Annually or under other circumstances/)

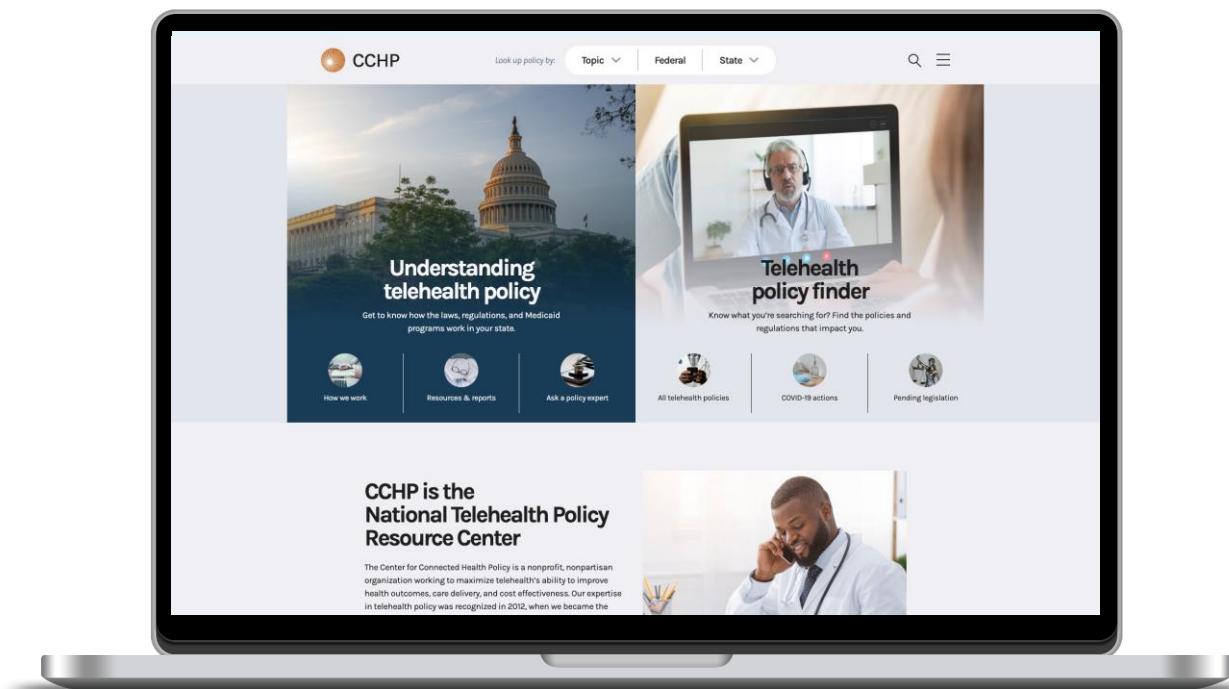


Emergencies

ESSENTIAL NO. 10

Billing Basics

The **Center for Connected Health Policy** is a great billing resource. We recommend visiting their website and joining their mailing address to receive updates. Here is a basic overview of telehealth billing:



Originating site

Q3014 is the code for facilities hosting the patient. If a patient is at home, no facility fee is billed.

Place of service

POS 02 (telehealth)

Modality

Live video, phone, or asynchronous

Services

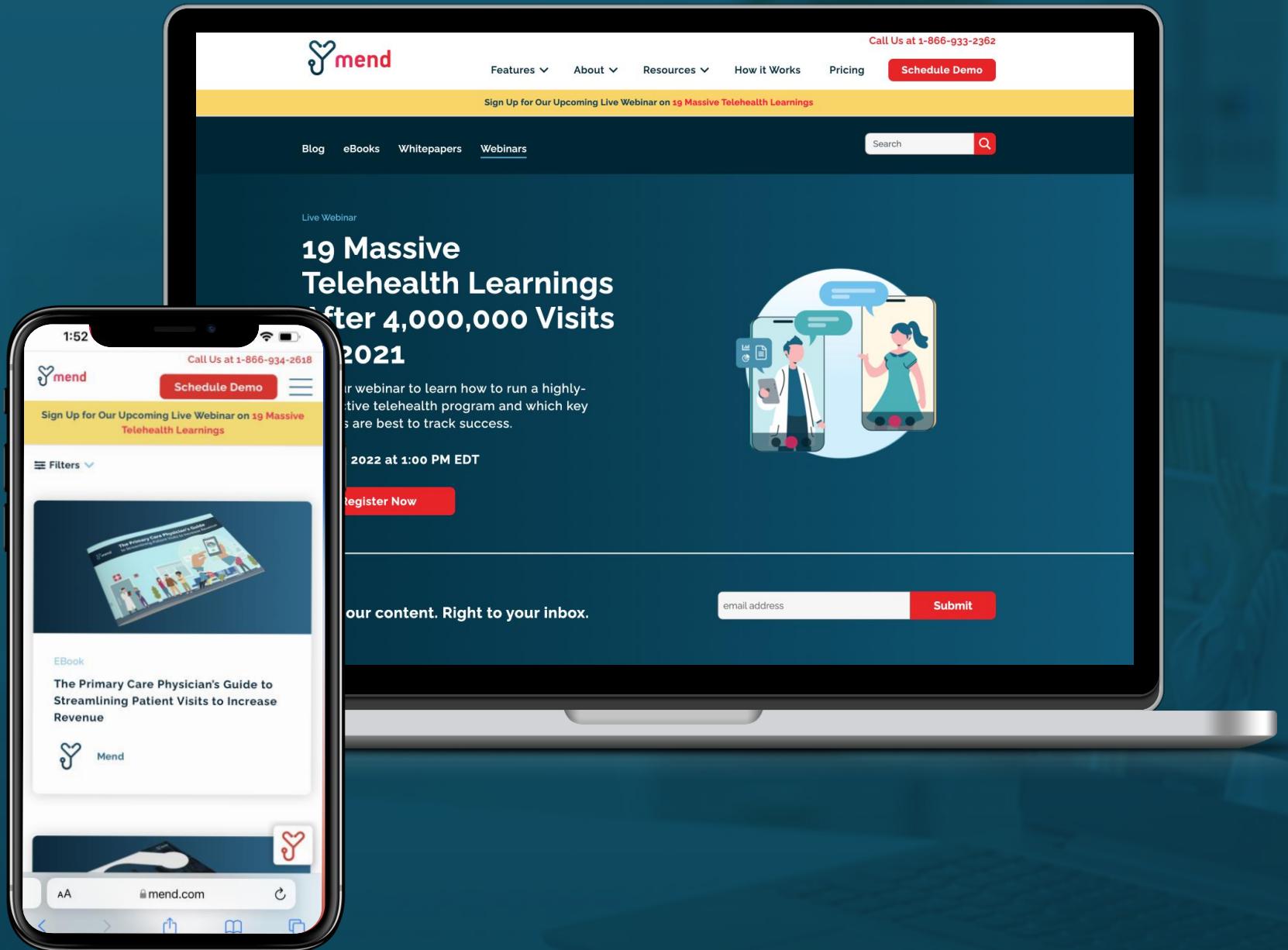
- Patient co-pays can be collected.
- Approximately 240 different codes available for reimbursement if provided via telehealth.

Modifiers

- G0 - Telehealth services
- GT - Critical Access Hospitals
- GY & GQ are less common
- FQ - Real-time audio-only
- FR - Supervising practitioner

Type of providers

- Physicians
- Nurse practitioners (NPs)
- Physician assistants (PAs)
- Nurse-midwives
- Clinical nurse specialists (CNSs)
- Certified registered nurse anesthetists
- Clinical psychologists (CPs) and clinical social workers (CSWs)
- Registered dietitians or nutrition professionals



Mend is an enterprise patient engagement platform that offers easy patient intake & communications, custom in-office and virtual care workflows, and seamless telehealth - **optimized with AI.**

Mend has many other resources available that you may enjoy including other eBooks, White Papers, Webinars, and More

To Visit Our Resource Center, [Click Here](#)

ESSENTIAL NO. 11

Telehealth Visit Workflow

Robust software platforms, like **Mend**, can provide a number of different workflow options that you may have never considered before. With partners, like **Mend**, you are not limited to one type of workflow. Here is a workflow that customers use to replicate an in-office flow for virtual appointments:



Visit is scheduled by staff, patient, or integration



Mend handles appointment reminders, video links, digital forms, consents, and technical support



Patient clicks link at time of visit, inputs DOB, and then enters the Enhanced Virtual Waiting Room experience

- a. We have vast amounts of educational content already available
- b. We encourage customers to upload their own video content as well



Staff can join the visit to handle check-in, set expectations for wait times, collect co-pays, etc.

Utilizing queue and/or transfer capabilities



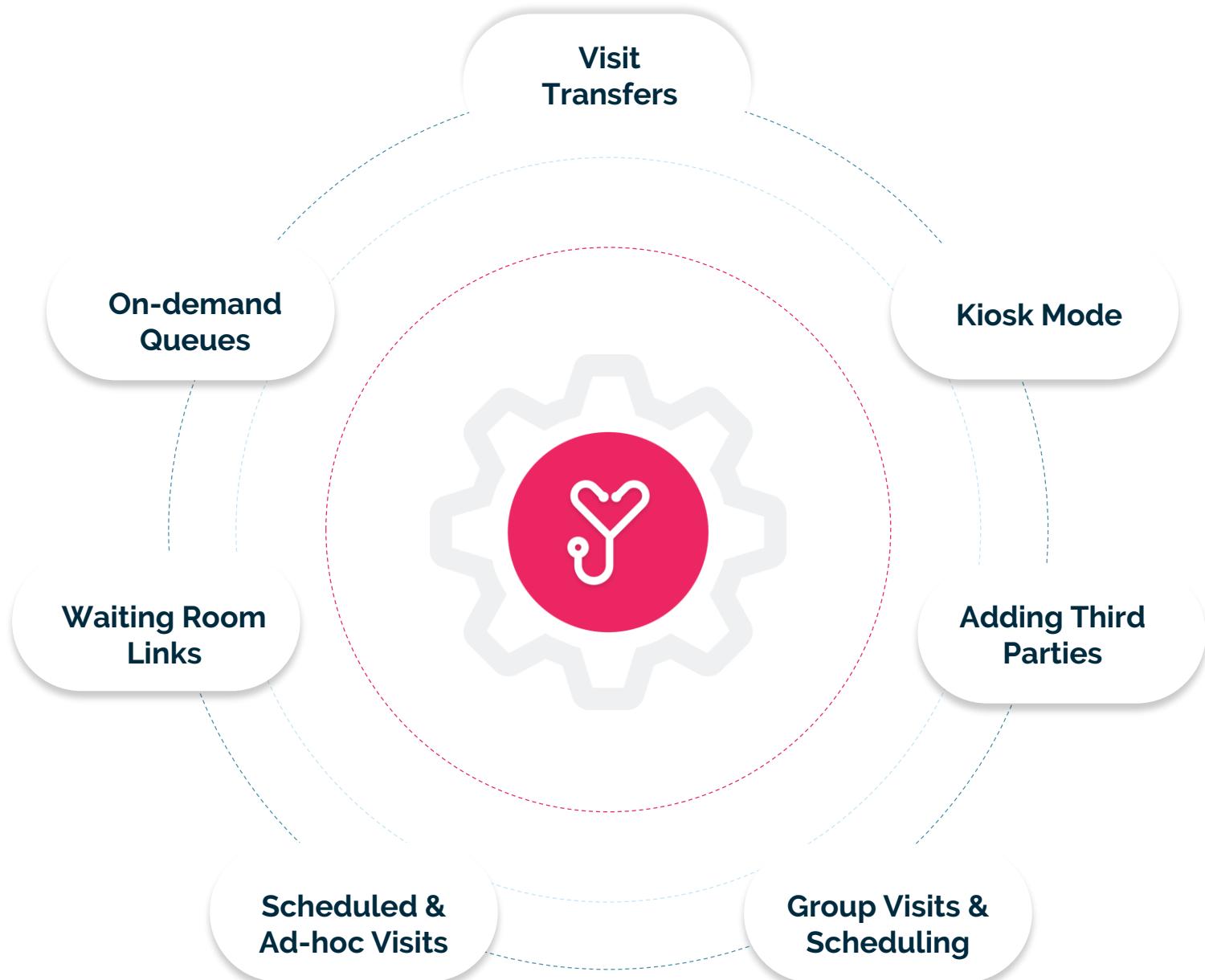
Virtual visit set to Ready for Provider and providers can join from anywhere when ready



Visit set to Ready for Checkout and staff can join again to provide documents, set follow up visits, collect final payment, etc.

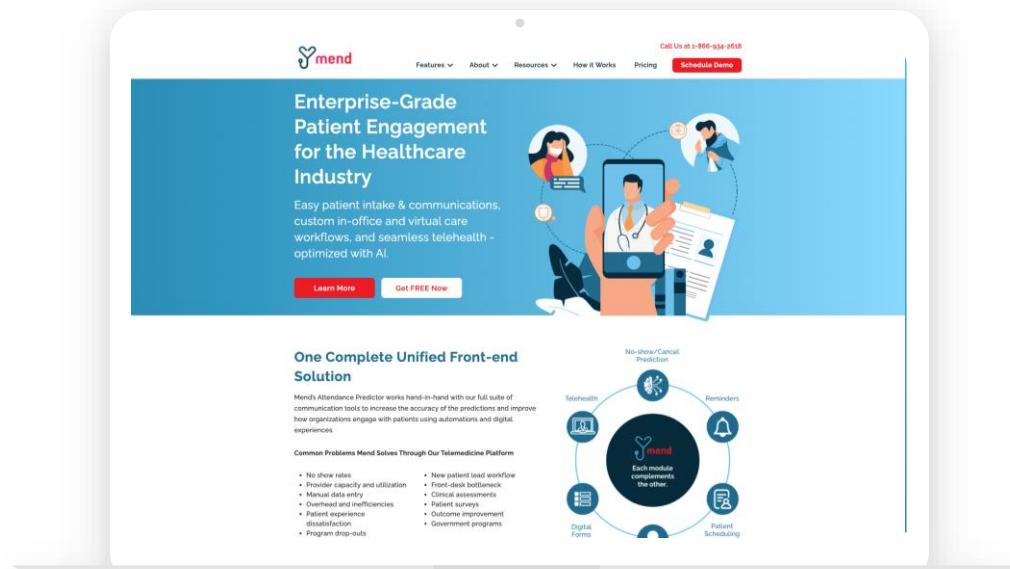
Mend Telehealth Workflow Options

Mend has every virtual workflow option to support your needs today and in the future as your business grows and evolves. In fact, you can utilize more than one workflow, and most workflows are customizable. **Mend** currently supports the following telemedicine workflows:



Mend Telehealth Included Features

An enterprise, yet affordable, software platform like **Mend** is going to have every feature you need or want to support your highly productive Telehealth program long-term.



- ✓ Unlimited appointments driven by appointment types
- ✓ Unlimited staff licenses
- ✓ Timestamp & history for all telehealth calls
- ✓ Multiple staff attendees
- ✓ Chat during video
- ✓ File sharing
- ✓ Canvas mode to draw and type
- ✓ Custom iFrame waiting page
- ✓ Screen sharing
- ✓ Custom branding
- ✓ HD video
- ✓ No software downloads
- ✓ Easily transfer video visits
- ✓ On-demand queues / ad-hoc video visits by text or email

- ✓ Unlimited automated patient text messages and email telehealth appointments reminders
- ✓ Fully available implementations and CSM teams
- ✓ Easy patient rescheduling & cancel capabilities
- ✓ Video connection metrics and data
- ✓ Consent agreements
- ✓ Automated telehealth visit notifications and reminders for patients
- ✓ 8 languages supported via notifications & portal
- ✓ Staff and provider training
- ✓ Customizable desktop alerts for providers and staff
- ✓ Signed Business Associates Agreement (BAA) for HIPAA compliance

- ✓ Video recording
- ✓ Patient screenshot capture
- ✓ Picture-in-picture during video
- ✓ Teams, Zoom, and WebEx group visit integrations
- ✓ Advanced reporting
- ✓ Admin controls
- ✓ Real-time access to Mend's resource library and pre-recorded trainings
- ✓ 100% API coverage

Operational Ease of Use & Best Practices



Selecting the right software partner with the right feature set can be challenging. This section is not meant to be an advertisement for **Mend**, but these are features that will make a big difference in the patient and provider experience while helping you to run an extremely productive Telemedicine program.

As you evaluate your current vendor or look for new vendors, the problems and solutions we're going to address below have made significant impacts for large and small healthcare organizations.

ESSENTIAL NO. 12

Tips to Help More Patients



On-demand

Virtual walk-ins (on-demand queues) can fill openings, cancels, or no-shows in the schedule. It might also allow you to add urgent care visits to your practice, attracting more new patients.



The Nudge

Staff or Providers should connect to every scheduled encounter.

- **Mend** sends nudge automatically via text & email whenever a provider or staff member joins a visit
- **Mend Dialer** can be used to call the patient to nudge them to connect via the secure video link
- Custom text message nudges can be sent from within Mend anytime



Phone Call Reminders

Telehealth phone call reminders have moved virtual no-shows rates from 50% to 90% in populations that don't check text and email often. Voice call reminders are made automatically to mobile or landline phone lines.



Kiosks

Mend telehealth kiosks can help you load balance across locations or allow you to serve patients without the proper technology. Exam rooms with computers can be used in busy locations to bring in remote providers from less busy markets.

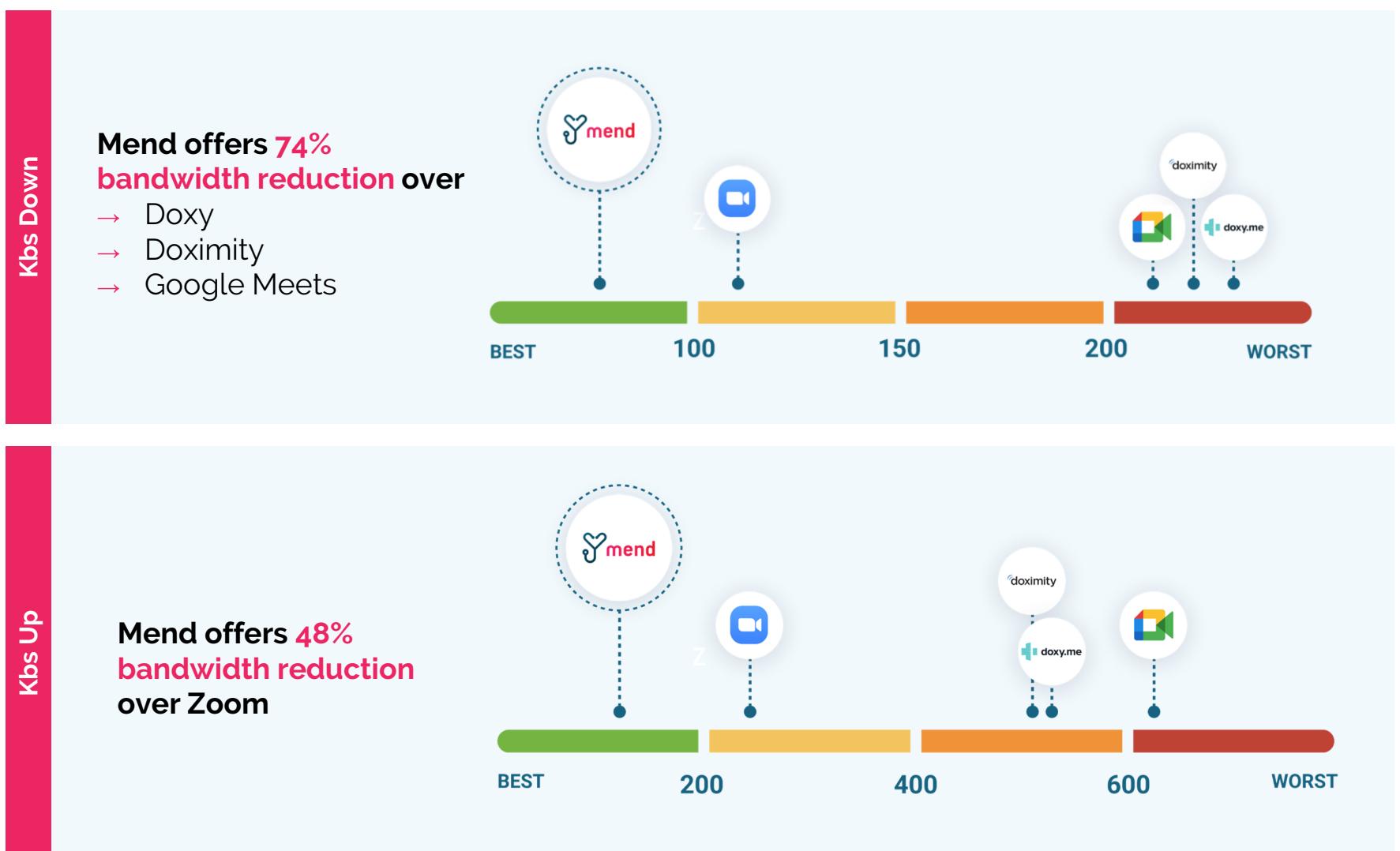
Kiosks are a great option for patients that don't have access to technology or need help with the technology. Having those patients physically come in can still allow you to access providers from anywhere.

Kiosks could also facilitate referral partnerships with other providers or organizations that have patients in need of care.

Mend Telehealth Bandwidth Comparison

Connectivity is always going to be a high priority. It is important that you have a partner that can work on low bandwidth connections with audio fallback capabilities. However, connectivity will never be perfect, no matter what platform you choose.

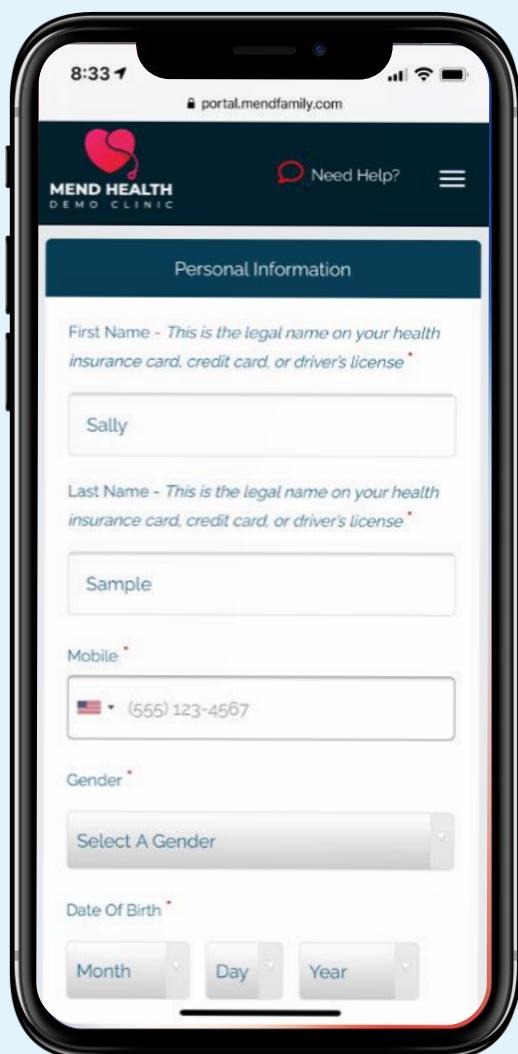
Mend is agnostic to the type of video technology you want to use. Mend has 100% Web-based video for single or group appointments. However, Mend also integrates with Zoom, WebEx, and Microsoft Teams to facilitate visits if that is better suited for your patient panel. Enterprise vendors like **Mend** can support you and customize workflow options to meet almost every need.



ESSENTIAL NO. 13

Reachable vs. Unreachable

Has your organization been diligent about collecting email and mobile numbers? It's becoming harder to reach people by phone and it's expensive to have staff make phone calls and play phone tag with patients.



Collect phone AND email addresses from ALL patients. If a patient tells you that they don't have an email address, ask them how they login to Facebook



Collect and confirm email and phone numbers for ALL appointments going forward



85-96% of your phone numbers on file will be mobile numbers, even in less tech savvy populations



Email is important for redundancy to maximize productivity and ease-of-use if patients want to use their PC or laptop to complete forms, make payments, attend a video visit, etc.

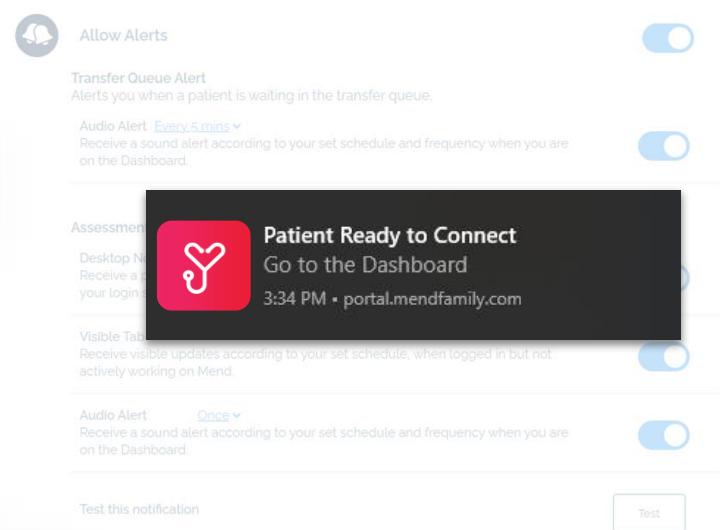
Mend Success teams will monitor your contact profile health and provide reporting on patients that are unreachable. While this was a bigger issue in the past, we still see 2% of visits that fall victim to unreachable patients. Depending on the scale of your operation, 2% can mean helping many more people.

ESSENTIAL NO. 14

Staff Can Stay in the EHR/PMS

Staff workflow is important and your staff are likely going to want to stay in the master schedule or EHR for the majority of their work time. Platforms like **Mend** focus on user experience to create better single screen experiences. **Mend** Desktop Notifications alert staff on key activities whether they are logged in or not so they don't miss a virtual interaction.

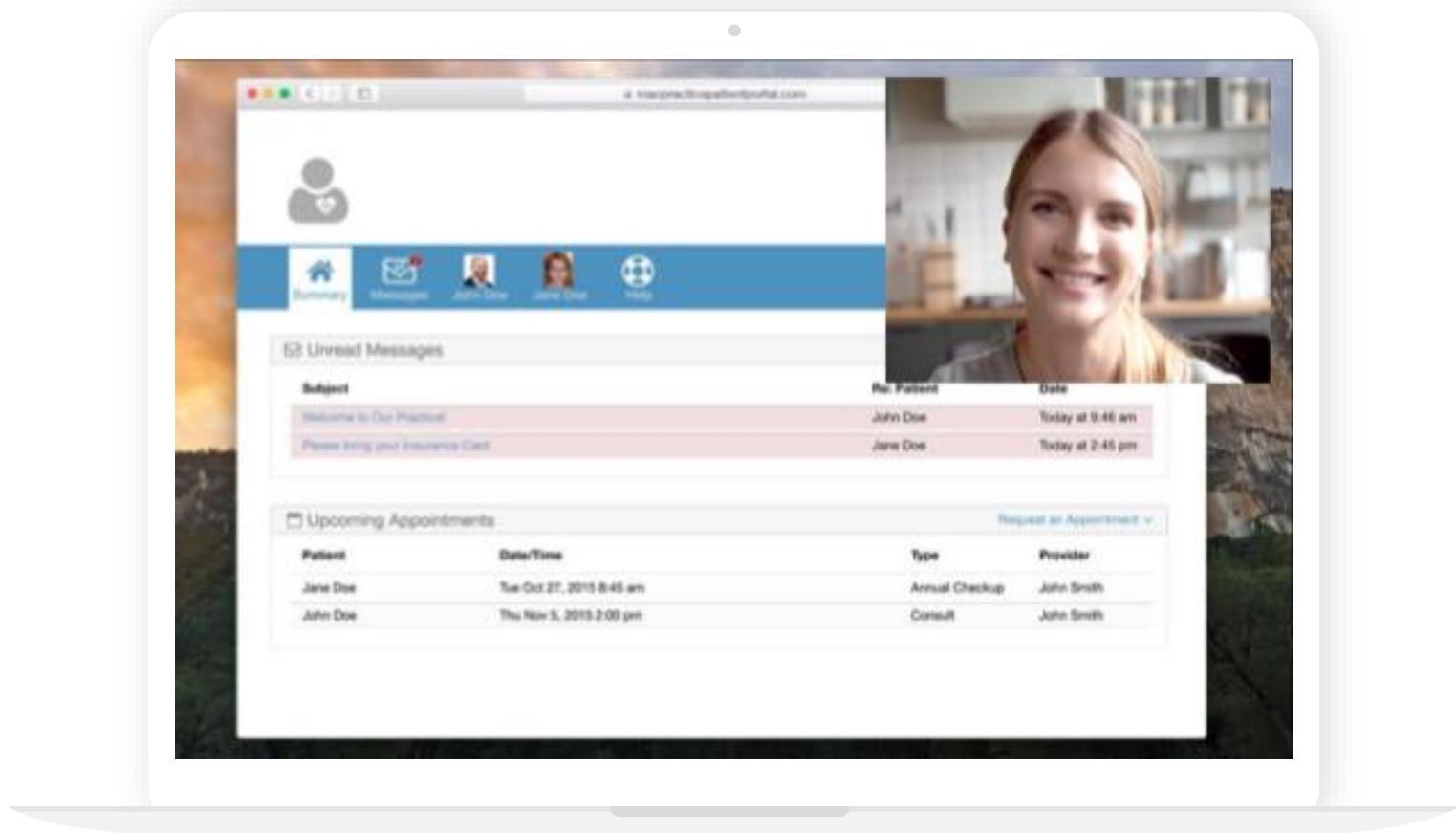
-  Patient Online for Scheduled Visit
-  Patient Online for On Demand Visit
-  New Form Completed
-  New Pending Request
-  Works Whether Logged In or Out of **Mend**



ESSENTIAL NO. 15

Provider Stays in Patient's Chart (PiP)

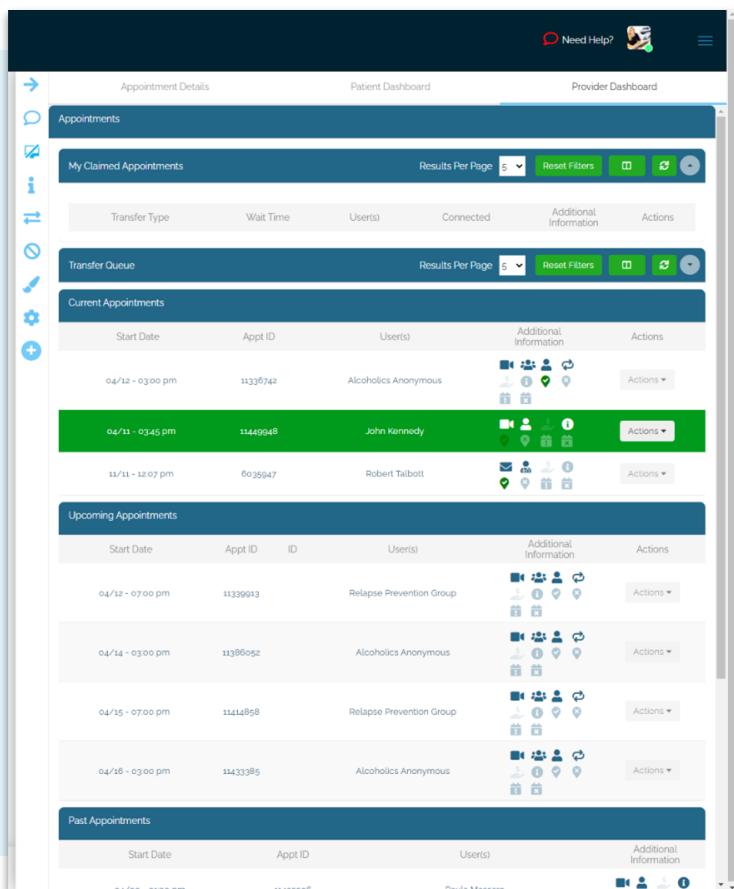
Providers typically want to stay in the patient's chart to review notes, labs, chart, etc. Picture-in-Picture (PiP) allows for the patient video to float on top of all other applications, creating a better single screen experience. The provider can move the patient video stream anywhere on screen and resize to meet workflow needs.



ESSENTIAL NO. 16

Dashboard Available in Video Visit

Patient engagement platforms like **Mend** might have different interactions with your patient around scheduling, forms, payments, and more. While in a video visit with a patient, providers, and staff have access to all Dashboards within a single screen. When important information is needed for reference within **Mend**, it's at the user's fingertips.



Access the Patient Dashboard for history, forms, and more



Provider Dashboard is more efficient for back-to-back visits to see if the next patient is online or jump immediately into that encounter



Nudge a patient not online yet or send a message to someone waiting that you'll be there shortly via text message



Assign and open forms to complete automatically on patient's device for any in-session paperwork

ESSENTIAL NO. 17

Nudge Patient or Easily Add Third Parties

Nudging a patient to join can lead to better productivity and providers and staff will also need a way to bring other resources into a video visit with a patient. Inviting users with secure links can be helpful in the following situations:



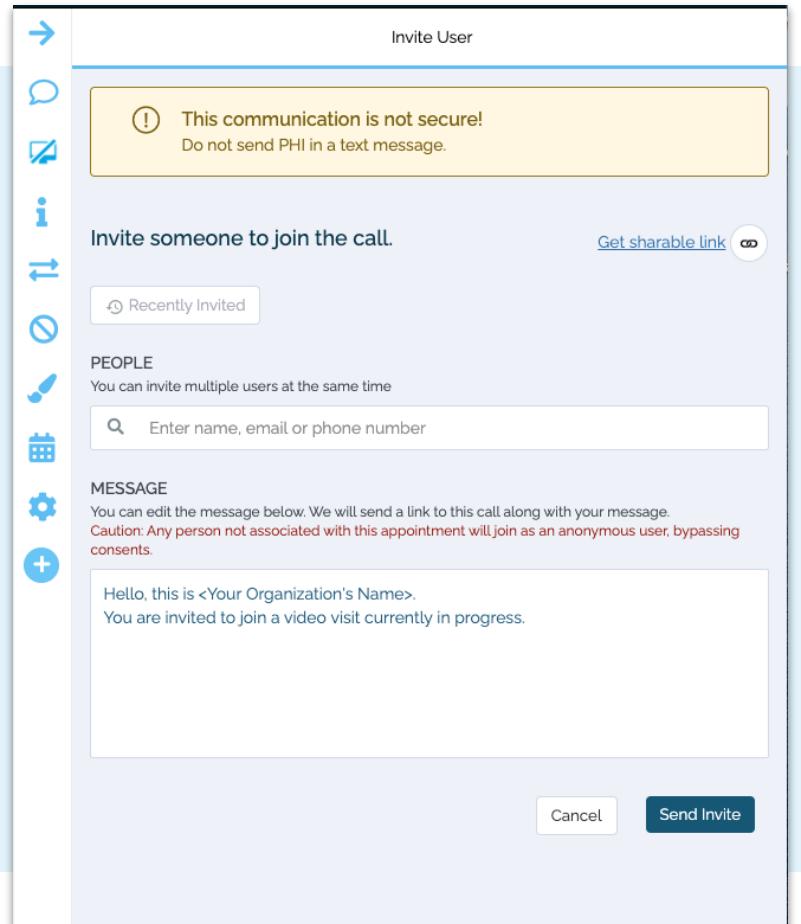
Message/nudge the patient to connect



Invite parents, guardians, scribes, translators, ASL, spouses, other providers, etc. without a need for DOB verification



Search users or invite anyone with an email or mobile number



The screenshot shows the 'Invite User' interface. At the top, there is a warning box: 'This communication is not secure! Do not send PHI in a text message.' Below this, the text reads 'Invite someone to join the call.' with a 'Get sharable link' button. There is a 'Recently Invited' section. Under 'PEOPLE', it says 'You can invite multiple users at the same time' and provides a search input field 'Enter name, email or phone number'. Under 'MESSAGE', it says 'You can edit the message below. We will send a link to this call along with your message. Caution: Any person not associated with this appointment will join as an anonymous user, bypassing consents.' The message content is: 'Hello, this is <Your Organization's Name>. You are invited to join a video visit currently in progress.' At the bottom right, there are 'Cancel' and 'Send Invite' buttons.

ESSENTIAL NO. 18

Dialer: Patients, Scribes, & Translators

Having an outbound dialer that masks the provider's number with a built-in speed dial can also be used to nudge patients to join or get important resources connected to an encounter efficiently. It can also serve as an audio backup to finish a visit with connectivity issues.



Dial in any phone number (Speed dial can be customized for each organization to have quick access to important resources for a visit)



Patient phone is on speed dial by default as a backup or nudge



Scribes



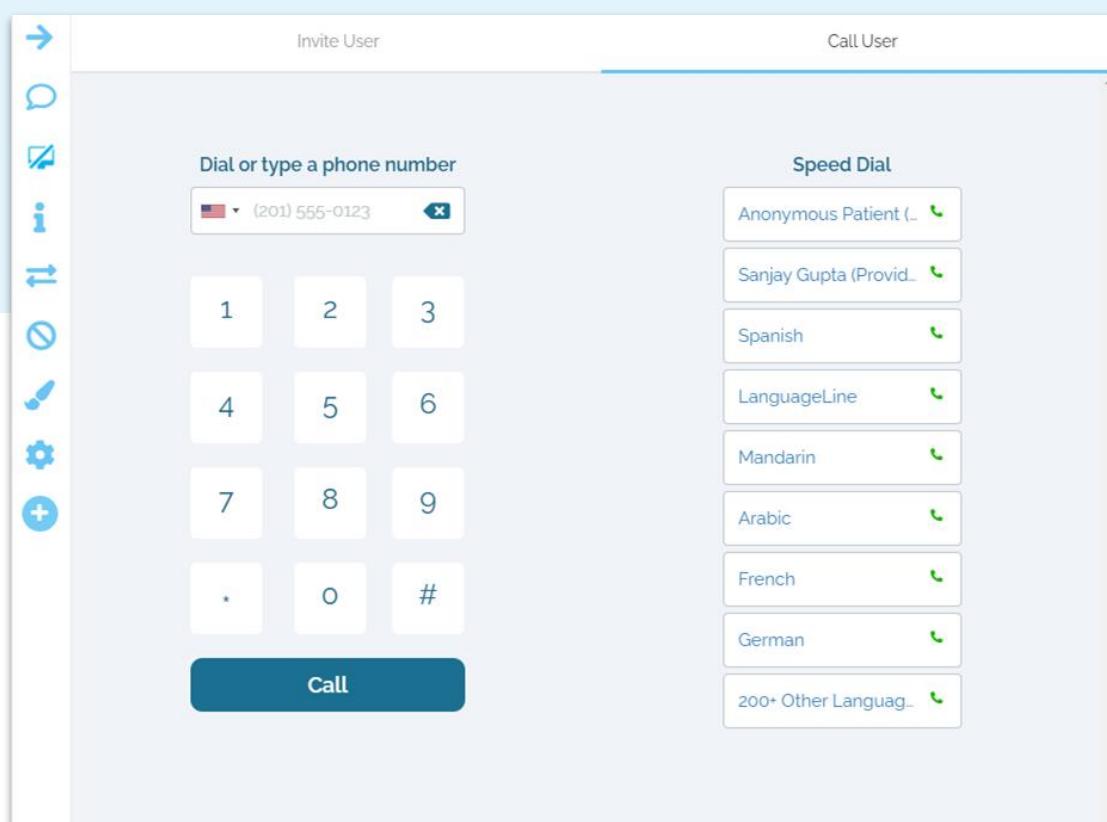
Parents, spouses, or other third-parties



Translators



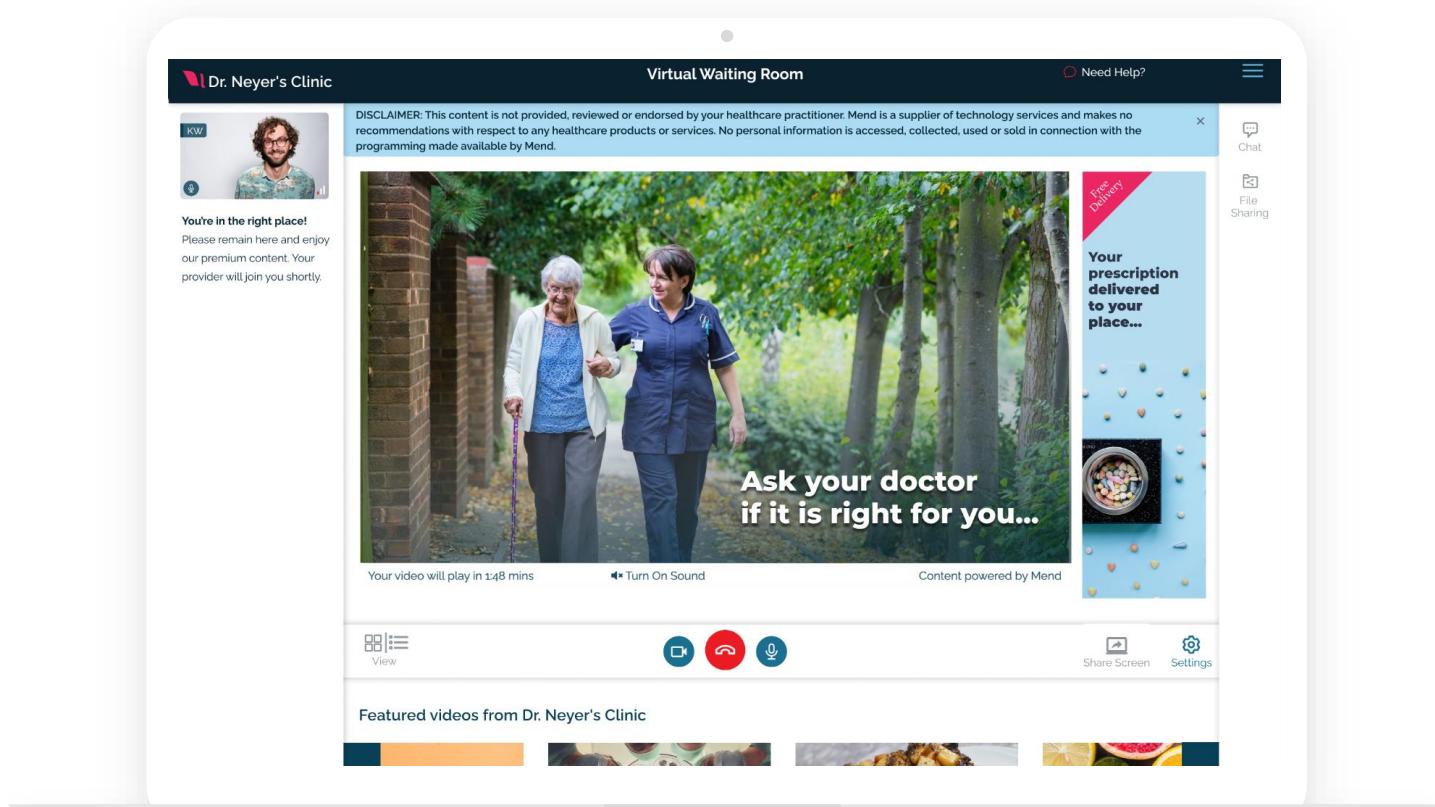
Can be used as a backup for connectivity issues



ESSENTIAL NO. 19

Enhanced Virtual Waiting Room Patient Experience

The average patient wait time across **Mend** for 2021 was about 14 minutes. In 2021 **Mend** had a total of about 18 years of patient wait time. We saw an opportunity to educate, inform, and entertain patients that dramatically increases patient satisfaction. **Mend** is the only 5-star telemedicine experience on the planet. How do you want your patients to spend their time while they're waiting?



The only **5-star** telemedicine experience on the planet



Netflix style wait experience with education content



23% increase in patient satisfaction



Add your own custom organizational videos

One Partner. One Integration. One Experience.

Purchasing point-based solutions is more expensive, time consuming, and disjointed. They don't work well together, which frustrates patients, staff, and providers. Invest in a complete patient engagement platform that can grow with your organization's needs. A complete, fully integrated solution will produce more automation & save you on software, integration, and other fees over the long-term.

Here are some of the tools **Mend** offers across all appointment types whether the visit is in-person, virtual, phone, or home.



Appointment Reminders and Notifications

Smart text, phone and email reminders and notifications



Payment Capture

Digital payment capabilities



Patient Scheduling

Patient scheduling, cancellation, or reschedule capabilities



AI Patient Attendance Predictor

Fully automated AI, patient engagement, reschedules, and cancellations



HIPAA Compliant Telemedicine with the Enhanced Virtual Waiting Room

No downloads required



Digital Intake Forms

Patient intake forms from any device

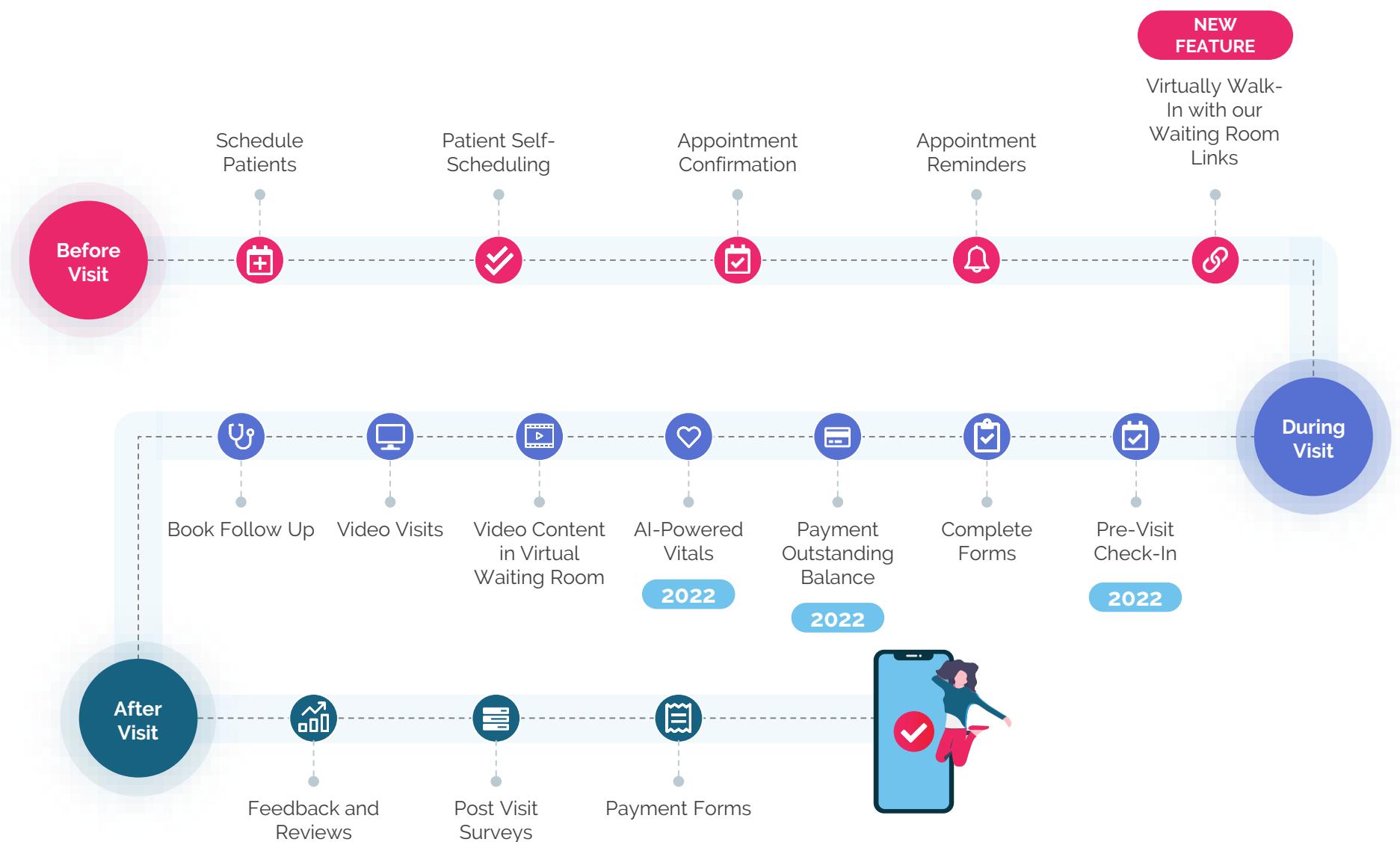


Messaging

Complete SMS and Email messaging

Mend Patient Journey

Comprehensive patient engagement platforms allow you to cover the entire patient journey, digitally, whether it's in-person or virtual. From scheduling to follow ups post-visit, here is what a patient journey can look like on an affordable enterprise platform like **Mend**:



Thank you

We're extremely grateful that you took the time to download and review our ebook. We hope you found the information valuable. If you have any questions or comments, please don't hesitate to reach out to me anytime.

Thanks,



Matt McBride, MBA
CEO & Co-Founder
matt@mend.com
www.mend.com

[Schedule Demo](#)[More Resources](#)