



# A Future Vision for Patient Engagement in Healthcare for Patients & Providers

**And What a Future It Is!!**

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CEO & Co-Founder of Mend

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# Foreword

We greatly appreciate getting the opportunity to share our future vision for patient engagement and hybrid care. Digital health in the post-pandemic world is going to revolutionize how patients interact with healthcare organizations and providers. We're excited to share our vision with you today! 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](mailto:matt@mend.com). Please enjoy!

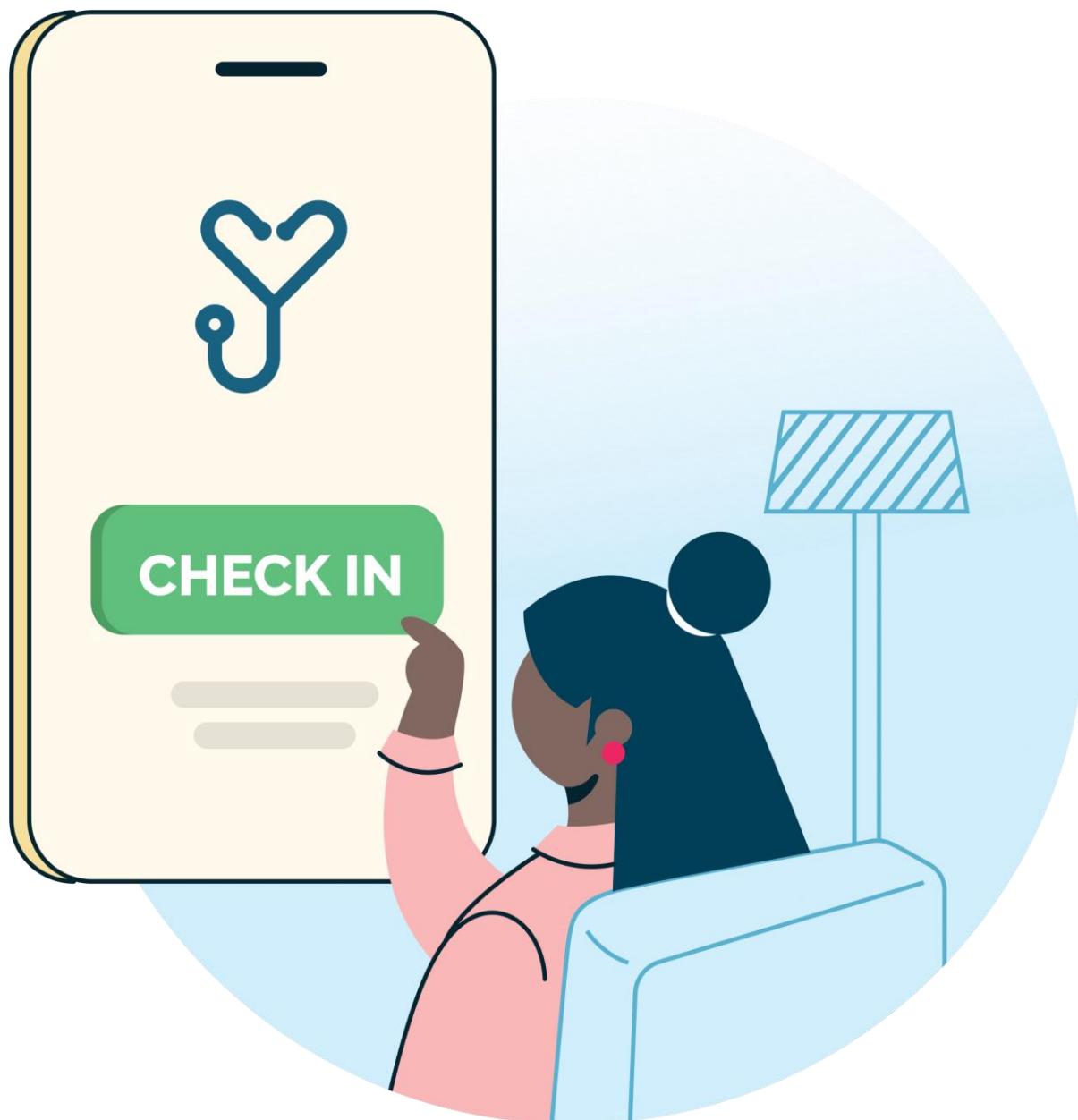
Thank you,



**Matt McBride**

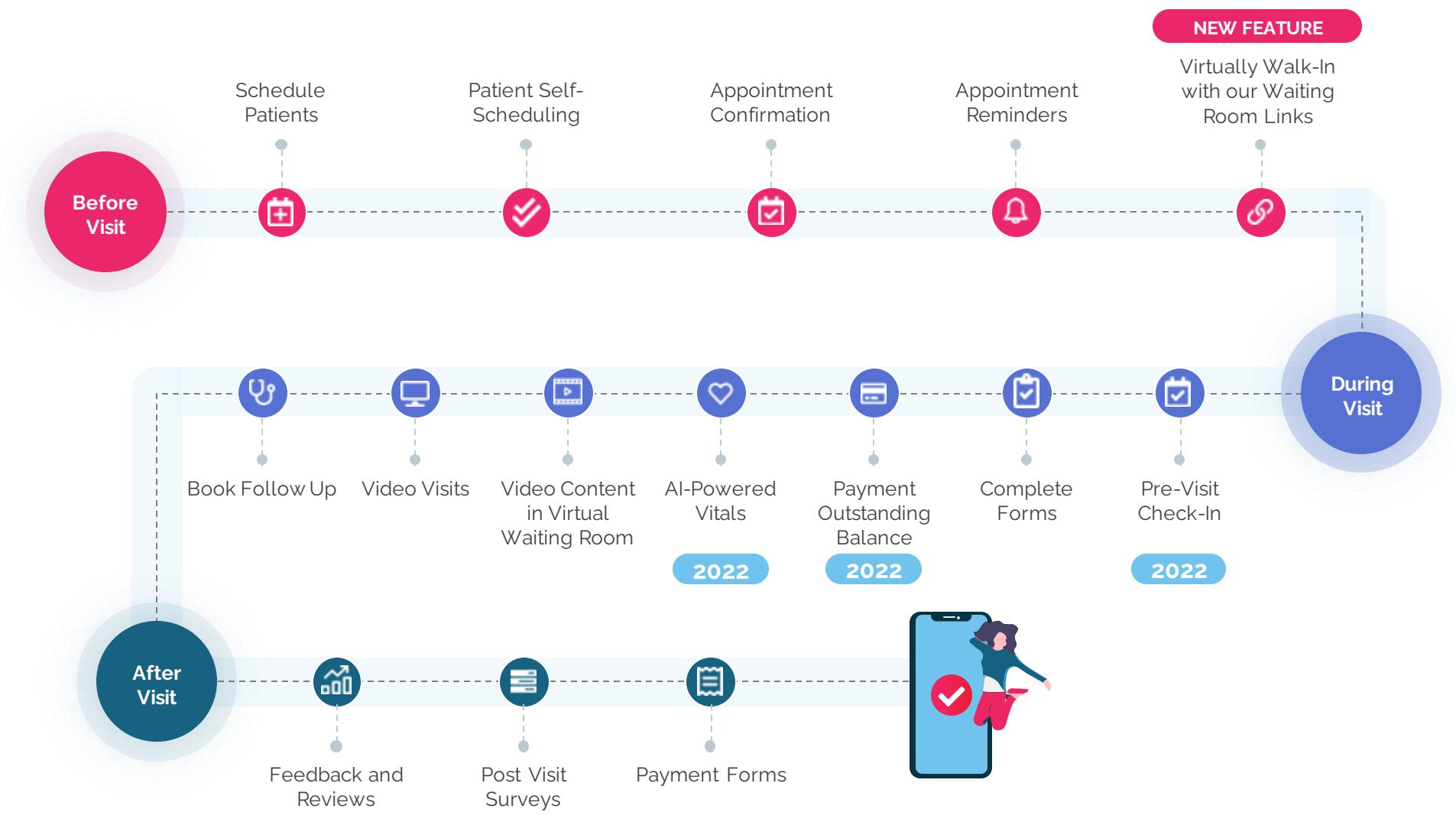
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# What is Patient Engagement?



# Mend Patient Journey

Comprehensive patient engagement platforms allow you to provide a digital experience throughout the virtual patient experience and can compliment in-person visits both before and after the appointment. From scheduling to follow ups post-visit, here is what a patient journey can look like on an affordable enterprise platform like **Mend**:



Schedule Demo

More Resources

# Before the Visit



Available Now

## Patients Will Self-Schedule



**Mend Averages a 5%  
No-Show Rate for  
Patient Self-Scheduled  
Appointments**



**Any Appointment  
Type Whether  
Virtual or In-Person**

Packed call centers and staff to answer phone calls will be a thing of the past. Patients will schedule and modify their own appointments 24/7/365 with the same ease as purchasing something on Amazon. And when patients find it easy to reschedule appointments on their own, they'll also be more likely to change time slots rather than skip their appointment entirely. In the end, that means fewer no-shows and more revenue for your practice.

Patient self-scheduling is likely to ramp up over time since patients will utilize new scheduling options that are now available. You won't just flip a switch and have behaviors change overnight. Patients have been conditioned to call in order to schedule an appointment, so awareness campaigns will be an important part of success for your organization.



# Scheduling is Too Complex for Patients to Access

This is a very common reason why many organizations avoid patient self-scheduling solutions. Mend offers a custom question tree to route the patient to the right appointment type, location, time slot, and provider. Mend can also analyze age, insurance, and the complexity of the visit to make a complex process frictionless for a patient.

Patients report the need to change or cancel an appointment on **Mend** because of conflicts or personal reasons. This accounts for 73.5% of all change reasons and is where your no-shows are coming from. If you're not ready to open up the scheduling process to patients, at least allow them to reschedule or cancel appointments. Make it easy for a patient to tell you that they are not coming in and realize lower no-show rates.



# Benefits of Patient Self-Scheduling



## Reduce No-Shows

Let your patients reduce your no-show rate for you.



## Reduce or Refocus Labor

Automate large percentages of scheduling away from manual phone calls.



## 24/7/365 E-commerce

Accept new appointments around the clock.



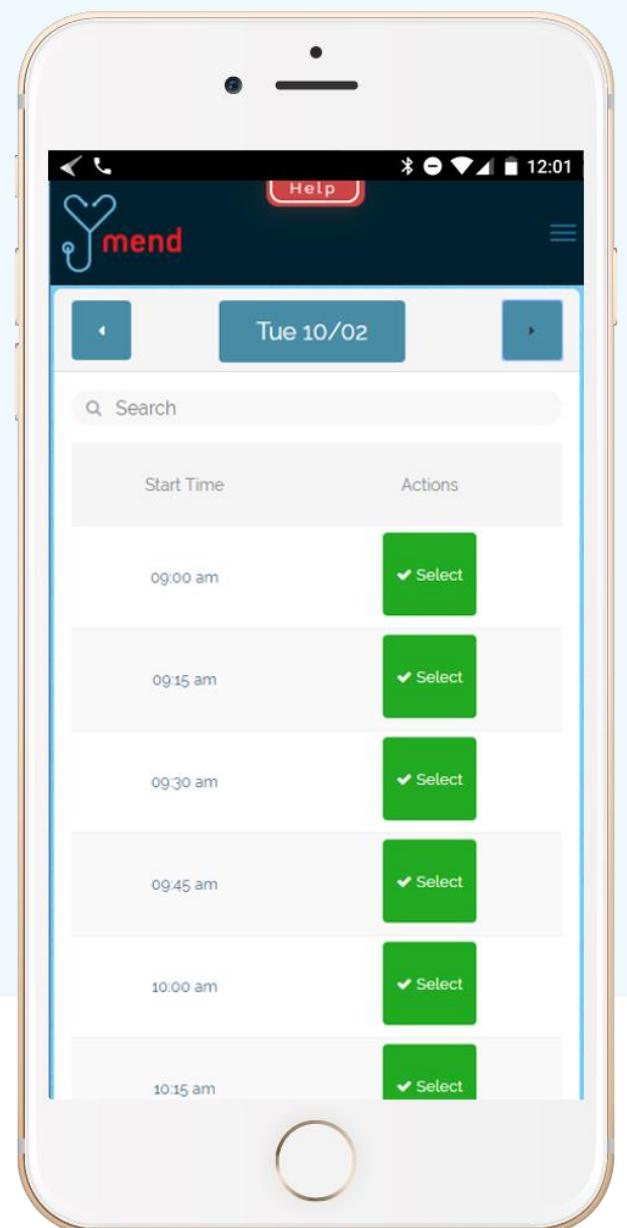
## Patient Satisfaction

Make scheduling care easier, and retain more satisfied patients.



## Efficiency

Optimize your schedule for productivity and revenue.



In Beta

# Appointment Reminders Will Use AI to Drive Productivity

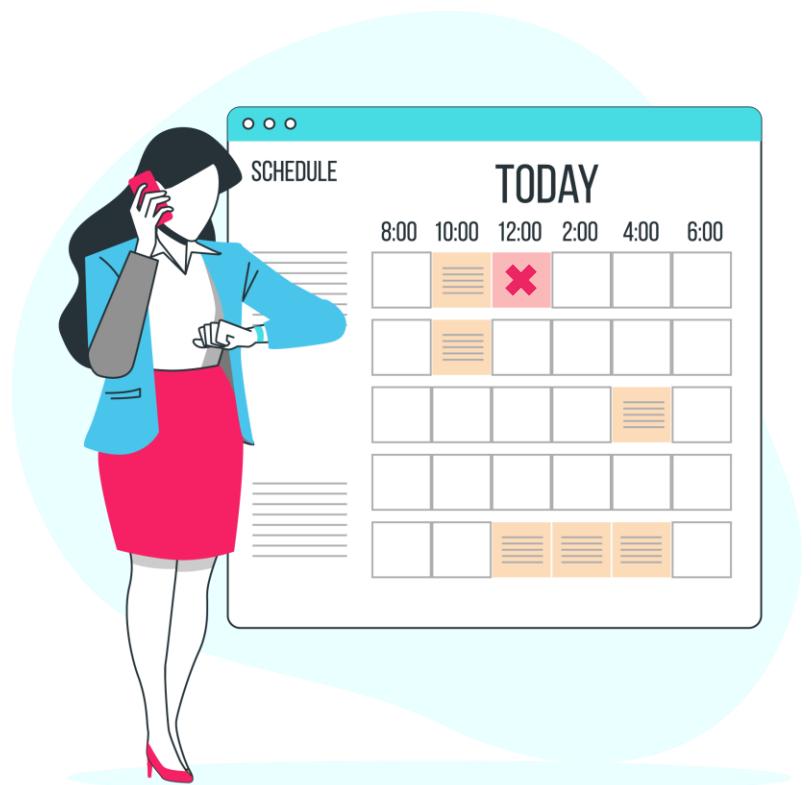


**Mend Seamlessly Connects to Over 81 Different EHR and PM Systems to Automate Patient Communication**



**Both In-Person & Virtual Appointments**

No-show rates are prevalent throughout the entire healthcare system. Ensuring that the patient knows about their appointment and the location to arrive at is extremely important. To combat the no-show problem, a comprehensive patient engagement platform should offer intuitive patient appointment reminders. These reminders should be available in many formats, such as text, email, or phone calls. This will ensure that patients receive their reminders in a format that works for them and their busy lives.



# Patient Attendance Predictor

The most advanced patient engagement solutions don't just keep track of no-shows — they go the extra mile by using artificial intelligence (AI) to predict which patients are most likely to no-show or cancel.

That's because when trained with enough data, an AI-powered algorithm can predict with up to 90% accuracy whether patients will show up to their appointment or not. Through the power of an easy-to-use automated patient engagement platform, you can have access to attendance predictions for high risk appointments as accurate as 99%.

And with a complete patient engagement platform that integrates with your EHR, the prediction process is seamless. The AI magic happens over the course of a few straight forward steps:

**01**

Data is gathered from your practice's master scheduling system, including patients' demographic and appointment information.

**02**

The algorithm makes an initial prediction as soon as a patient schedules an appointment.

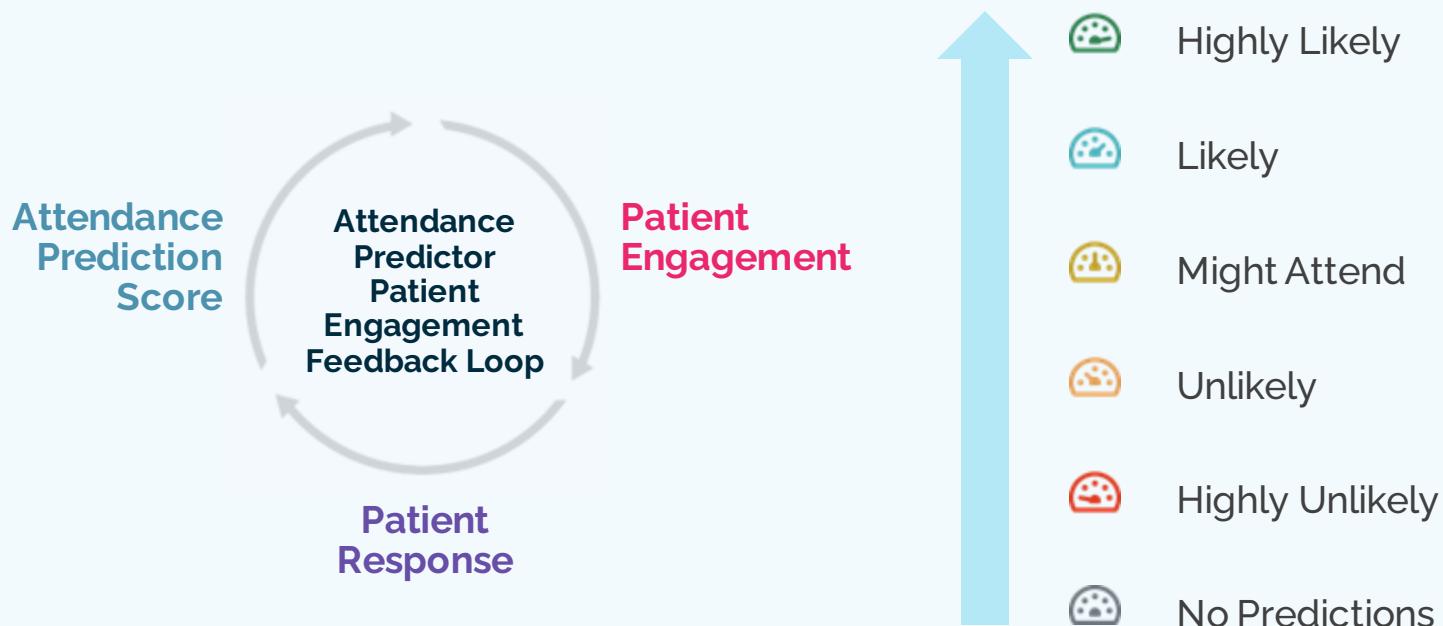
**03**

Each patient's prediction is fed into your practice's calendar so staff can better prepare for potential no-shows weeks in advance

**04**

The telehealth platform automatically works to engage potential no-shows via increased confirmation requests.

## Patient Attendance Predictor (cont.)



With technology on your side, your practice will never be blindsided by no-shows or patients who double book and are unlikely to show up. Instead, staff can easily determine which patients will attend their appointments and which won't attend, in advance.

Plus, you can reduce overall no-shows with the help of additional confirmation requests and appointment reminders.

**Consider that 90% of text messages are read within just three minutes.**

So if patients have the option to receive appointment reminders via text message, most will be more likely to see those reminders and make it to their appointment.

A complete patient engagement solution should also provide reminders for all types of appointments, not just those held on the telehealth platform. This includes office visits, video consultations, phone calls, home visits, and more.

Finally, language barriers can affect care and productivity. **Mend** supports 8 of the most common languages in the U.S.: Arabic, Chinese, English, French, Haitian Creole, Nepali, Portuguese, & Spanish.

Available Now

# Forms Will Be Completed Digitally Well Before the Visit



**68% of Mend Digital Forms are Completed Within an Hour — Mend Averages an 86% Completion Rate Overall**



**Digital Forms are the New Appointment Confirmation — Automatically Assigned by Appointment Type**

Many patients dread seeing a new practitioner due to the amount of paperwork they need to complete. It's safe to say that no one gets excited at the prospect of a clipboard full of blank forms.

A patient engagement platform with digital intake forms can greatly improve patients' experience.

Such intake forms are a great alternative to their pen-and-paper counterparts because patients can complete them on any device. Whether patients use a smartphone, tablet, or laptop, they can fill out the forms they need to complete, and even send their medical histories by taking photos or attaching files.

## The New Appointment Confirmation

Because **Mend** digital forms have such high average completion rates, customers are realizing that digital forms are the new appointment confirmation. When forms are completed digitally, customers consistently report that the visit happens.



# Benefits of Digital Forms



## Reduce No-Shows

Digital forms are the new appointment confirmation. If the forms are completed, there is a significantly higher probability that the visit will happen.



## Focus on Care, Not Paperwork

Keep your care teams focused on the work that matters most to patients.



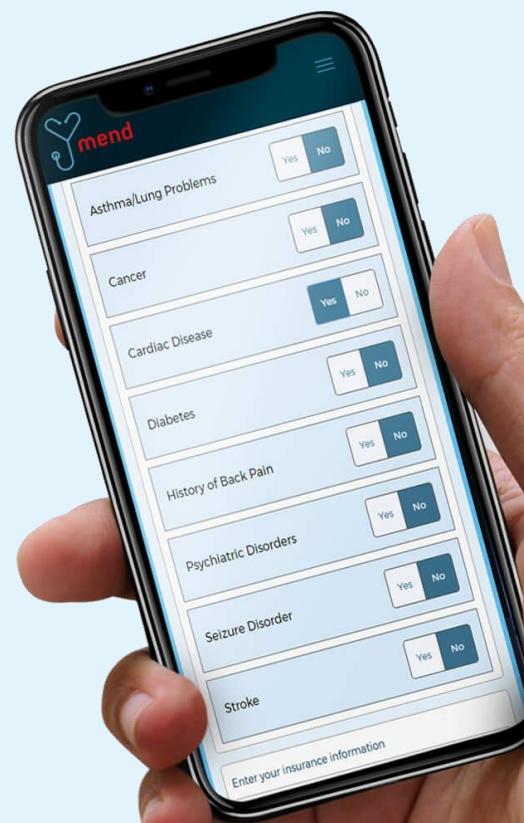
## Keep Patient Data Accurate and Secure with Less Work

Enhance the speed, accuracy, and ease of collecting patient information with digital forms and seamless EHR integration.



## Intake Patients Faster and Deliver a Better Care Experience with Digital Forms

**Mend** offers beautifully simple telemedicine that allows you to join your appointment with a single click.



Available in 2022

# Patients Will Check Themselves In Digitally



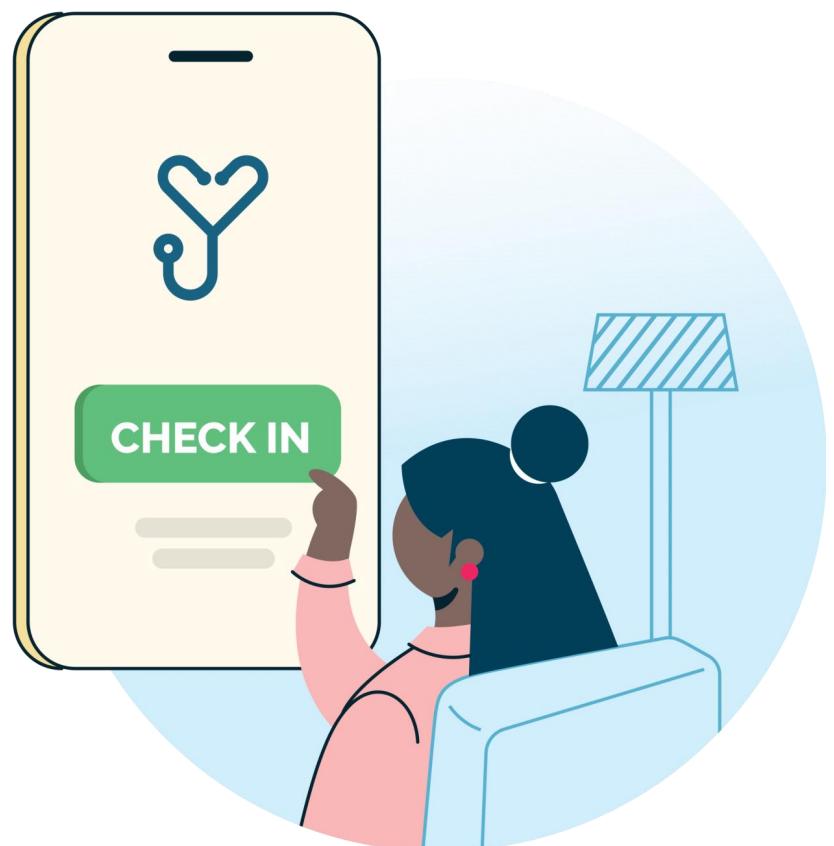
**60% of Consumers Expect Their Digital Healthcare Experience to Mirror That of Retail**



**Feature Will Be Available for Every Appointment Type in Mend**

Digital check-ins have been around for a while when traveling by plane, and now hotels are even starting to utilize this technology. Healthcare will soon adopt this approach where you will check-in for your appointment in advance.

Airlines have you select seats, manage luggage, make additional payments, and more. Healthcare organizations will adopt this same approach by offering digital forms, payments, vitals collection, etc. When the patient arrives, everything needed to conduct and bill for the appointment will have already been captured and stored in the EHR or PMS.



Available in 2022

# Co-Pays Will Be Collected Automatically



**85% of Consumers Prefer an Electronic Payment Method for Their Medical Bills**



**Available for All Appointments**

As part of the digital check-in process, any payments owed in advance of the visit will be automatically collected and written back to the billing system. Co-pays, self-pay, or other amounts owed can be collected in advance electronically.

**Mend** currently supports payments during patient or staff scheduling. We can collect and authorize a credit card that is stored on file to be charged after the visit has concluded. We are extending this functionality to a digital check-in process that will be released in the middle of 2022.

**Mend** can also set self-pay rates and capture a payment when an appointment is scheduled by staff or patients. Finally, Mend digital forms can collect credit cards to store on file or capture a full payment. Mend will have more workflow options than any other patient engagement platform to design a payment solution that is fast, effective, and automated.



Available in 2022

# AI Will Identify Who Could Struggle to Connect via Telehealth



**Instant Technical Support  
Available for Patients,  
Providers, and Staff Within 15  
Seconds**



**Available for Virtual  
Visits Only**

Running a successful Telehealth program can burden staff with technical support issues if you do not use a partner platform like **Mend** with instant technical support available within 15 seconds. If staff and providers are burdened by technical issues, patient care, documentation, and other administrative tasks, burnout is likely to occur.

Patient engagement data like clicks, opens, and other actions can be analyzed in combination with past histories of connectivity to assess any risk of possible connection issues in advance of a visit. In the future, this data will be shared with staff in advance and patient engagement platforms like **Mend** will take action automatically to ensure a successful Telehealth encounter.



Available in 2022

# A Web Camera Will Capture All the Vitals



**The Star Trek Tricorder has arrived — 96% of Patients on Mend Have Access to a Mobile Device**

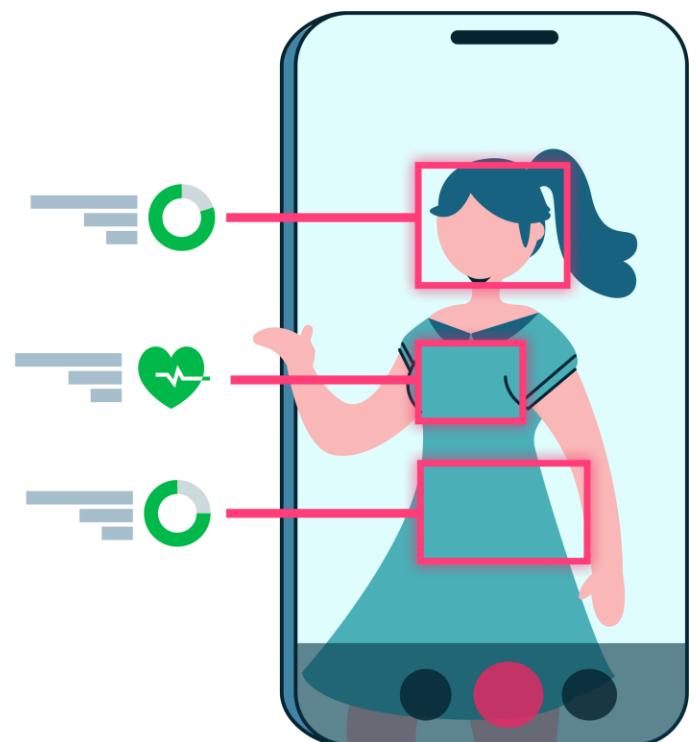


**Captured for Every Visit Type**

The days of sending expensive and complicated equipment to monitor a patient's vitals will quickly pass. Look around the room you are in - how many cameras are in the room with you? There are often more cameras available in a room than there are people. Web cameras are ubiquitous and with the help of machine learning, FDA approved vital signs will be captured from any device.

## Vitals will be captured:

- ✓ In advance of in-person appointments by digital check-in process
- ✓ In a physical waiting room while the patient is waiting
- ✓ During a virtual visit check-in process
- ✓ Remote check-ins for Remote Patient Monitoring (RPM)



Pioneers in this field are already working to capture more than 40 different vital signs used by providers to aid in diagnosis and decision making. These pioneers will help to revolutionize healthcare through frictionless vitals collection and automation that reduces the need for manual labor.

Available Now

# Patients Will Learn & Get Healthier While They Wait

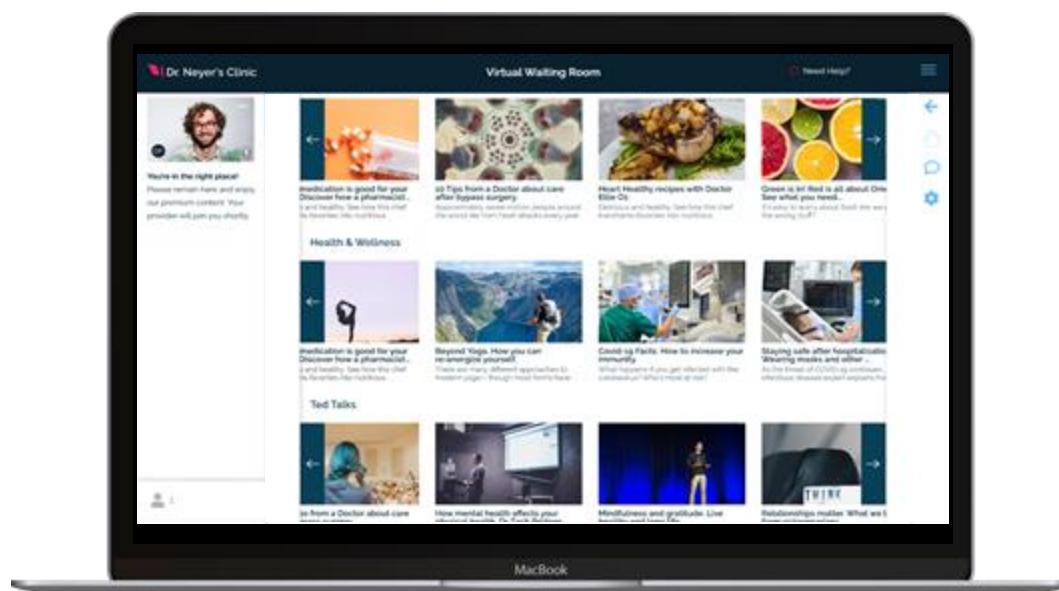


**94% Mend Average Patient Satisfaction Rates When you Show Patients you Care, and Provide Educational Health Content While they Wait**

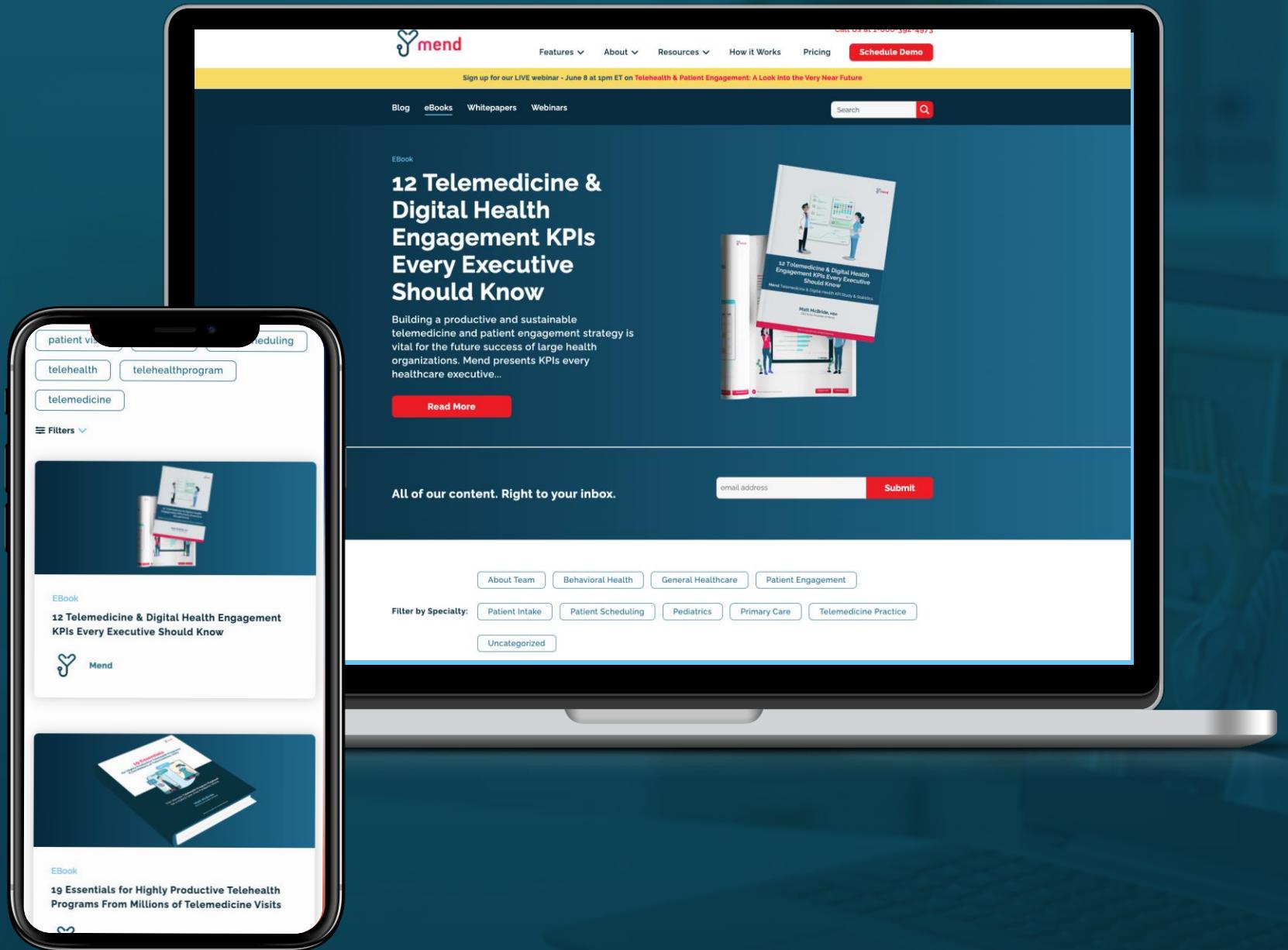


**Available for Virtual Visits Only**

When delivering hybrid care, the patient waiting experience matters for virtual visits. Mend's Enhanced Virtual Waiting Room experience is a custom-branded virtual waiting room experience for telehealth patients to browse high-value, educational healthcare content before a provider joins their visit.



Patients value this experience because it shows that you care about their health. Mend's EVWR is proven to increase patient satisfaction by 23%. **Mend has the only 5-star telemedicine patient satisfaction experience on the market.**



**Mend.com** has many other resources available that you may enjoy including other eBooks, blogs, white papers, webinars, podcasts, and more.

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

# During the Visit



Near Future

# AI Will Provide Real-Time Translations

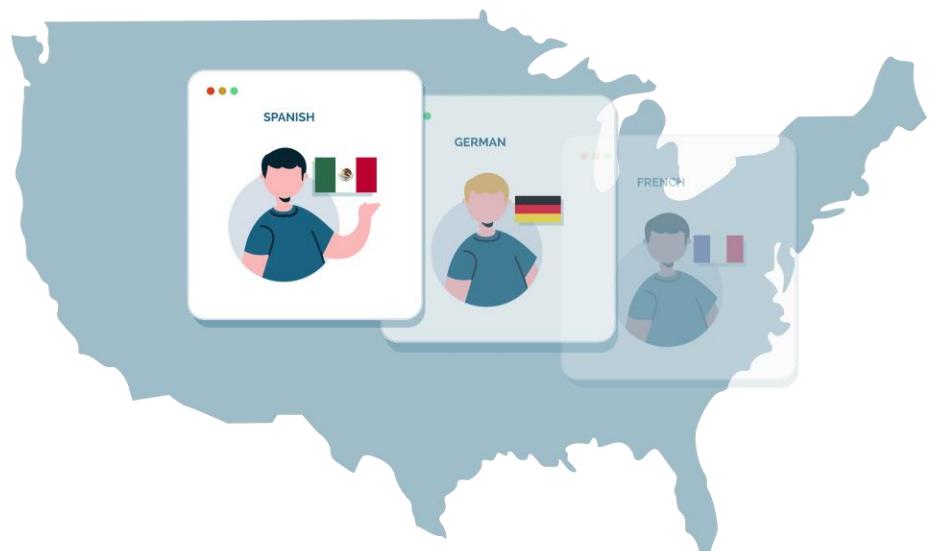


**Approximately 1 Out of Every 5 People in the US Do Not Speak English As Their Primary Language**



**Available Soon for Both Virtual & In-Person Visits**

**Mend** currently supports the following 8 languages, site-wide: Arabic, Chinese, English, French, Haitian Creole, Nepali, Portuguese, & Spanish. Text messages, emails, digital forms, Web pages, and more are available in these languages, so our customers can help more people without language barriers getting in the way.



**Mend** also integrates with all of the top language translation services from within a virtual encounter. Providers simply click a button and a remote translator can be connected into the session within seconds. This type of inclusivity and flexible functionality also accommodates patients who may have higher success reading notifications and digital forms that are in a language that differs from their preferred spoken language of care for their virtual visit.

In the future, HIPAA compliant devices will be aided by natural language processing to deliver captioning in real-time for those hard of hearing or deaf. For those without a hearing impairment, but simply speak another language, real-time captioning will be translated on-the-fly in any language for both the patient and provider. Language barriers will exist no more in the near future.

Near Future

# Sign Language Will Be Translated Via AI

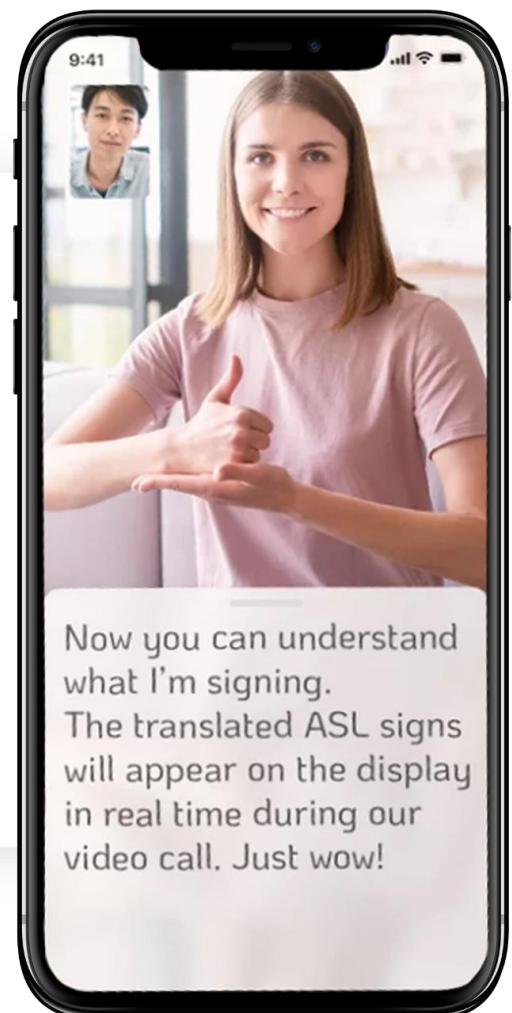


**About 10M People in the US are Deaf or Hard of Hearing**



**Available Soon for Both In-Person & Virtual Encounters**

Staff will no longer have to schedule ASL resources in advance of a visit. In the future, cameras can capture sign language and with the assistance of machine learning can provide real-time captioning to the patient or provider. No matter where the appointment takes place, HIPAA compliant devices and software will eliminate communication barriers.



Near Future

# Notes Will Be Transcribed & Charted Automatically



**Physician Shortages and Burnout Are On the Rise**



**Available Soon for Any Visit Type in Mend**

Secure and fully encrypted HIPAA compliant systems will capture and record encounters between patients and providers. AI will identify each participant, map out the conversation, and then fully document and code the encounter. This will occur in near real-time and be completely automatic.

This type of technology is not years away either. Pioneers are already developing these technologies in healthcare and this type of technology has already been applied to sales teams. Systems listen to sales conversations, extract key data, take notes, and more.

It's really no different than talking to Siri or Alexa today. HIPAA compliant apps can run on smartphones, smart watches, Amazon Echo devices, and more to listen and chat automatically for you in the coming years.



# After the Visit



Available Now

# Payments Will Be Collected Automatically Post Visit



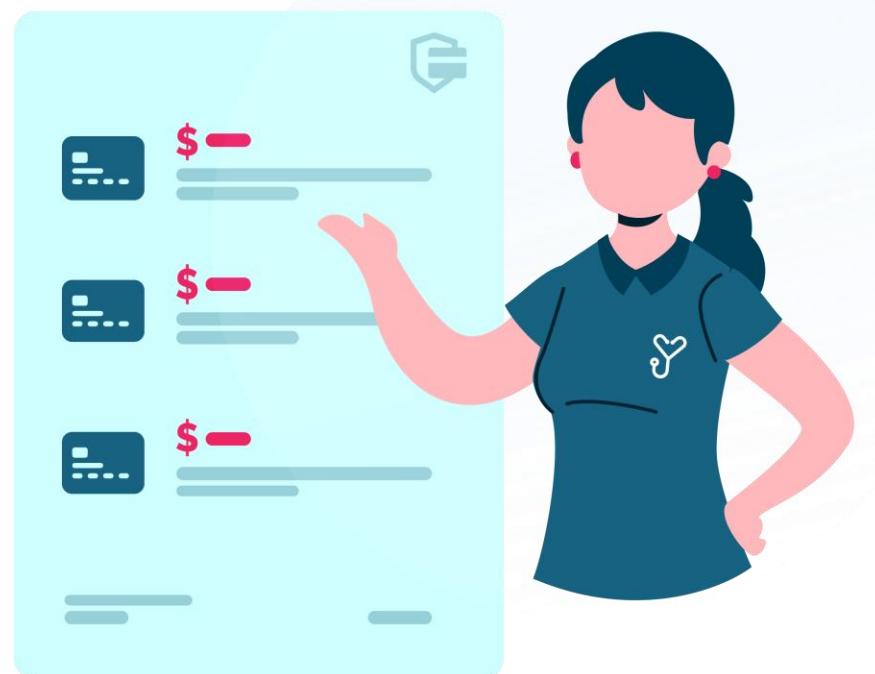
**75% of Providers Primarily Use Paper and Manual Processes for Collections**



**Available for All Visit Types in Mend**

**Mend** has developed advanced payments for large healthcare organizations. As soon as a claim is adjudicated and a positive patient balance is known, Mend can automatically charge a credit card on file or dispatch digital forms to immediately collect payment.

Through simple billing interfaces with a Practice Management System, Mend can gather patient responsibility amounts, collect payments from patients, and then record successful payments back to the PMS for accurate accounting. If a payment is not able to be collected automatically, Mend can notify staff to follow up. The results are much faster revenue cycle times, far less manual labor, and an experience consumers want.



Automatically Check Patient Responsibility in PMS



Charge Card on File or Send a Payment Request



Once Paid, Automatically Mark the Status in PMS

# And Once Again, Providers Will Simply Provide Care

We have successfully traveled into the future together covering the entire patient journey. Patients will schedule or modify their appointments automatically. AI reminders will engage patients based on risk scores, so you can help more people. Automated digital check-in processes will collect everything required, even vitals, and move the data into the patient chart.

Provider and patient encounters will be captured automatically by AI. Notes and charting will be fully automated. Language barriers will no longer exist with encrypted devices and software.

Patients will receive follow up surveys after a visit and payment forms will arrive digitally by email and text message. When payments are made, everything will be documented and applied to the correct encounter.

Providers will simply build relationships with patients, giving them undivided attention and care. The end result is that we will all live much **happier and healthier** lives.



# One Partner. One Integration. One Experience.



A complete, fully integrated solution will produce more automation & save you on software, integration, and other fees over the long-term.



## 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, & 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

# Thank you

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

Thanks,



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