

# Mend Telemedicine Partner WCCHC Wins “HIMSS Patient Innovation Team of the Year” Award



WAIANAЕ COAST  
COMPREHENSIVE  
HEALTH CENTER



**100**

providers trained  
in **10 days**



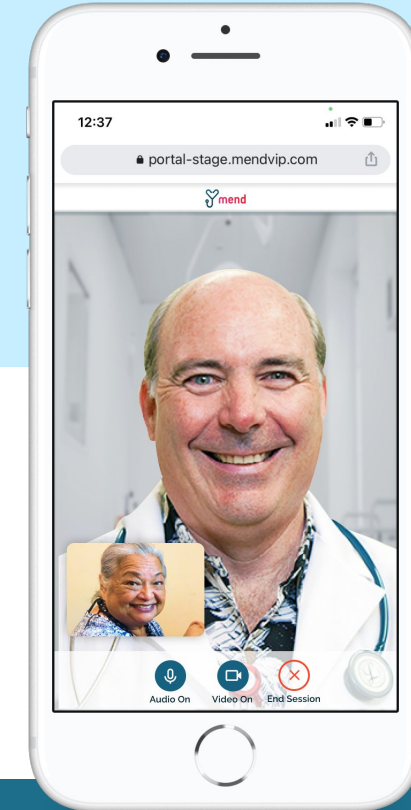
**82%**

completion rate  
of digital forms



**2,600**

virtual visits within  
the first month



## Summary:

When the COVID-19 pandemic hit Hawaii, Waianae Coast Comprehensive Health Center (WCCHC), soon realized that for their massive shift to digital healthcare to be successful, they needed to take a more considerate approach to remove barriers to care.

In March of 2020, WCCHC was able to partner with Mend to stand up a patient engagement and virtual care program within weeks. Mend's intuitive platform empowered providers to **complete over 2,600 telehealth visits in the first 30 days.**



**Chrissy Kuahine**  
Director of Clinical and Patient  
Informatics

“ Mend provides easy-to-use patient engagement solutions that help us continue to address health disparities, improve population health, and reduce health inequalities despite financial and cultural barriers.

## Highlights:

50+% of the WCCHC staff is from the local community, so familiarity with new digital health offerings helped with external messaging to patients

WCCHC created a Care Coordinator Role to assist patients with technical issues before visits, to maximize time providers can spend focusing on care

WCCHC completed an EHR integration of Telehealth appointments and notifications between Mend and NextGen, and is exploring discrete data functionality for forms