

FollowMyHealth® Patient Engagement Platform

We believe the solution to ambulatory and hospital patient engagement is simple: create an experience where patients can participate actively in their care on the devices that they use every day. The FollowMyHealth Patient Engagement Platform is a mobile-first tool that caters to both patients and healthcare organizations. It eliminates the need for disparate point solutions, streamlines the patient experience and drives measurable ROI to healthcare organizations.

How FollowMyHealth can help

Multiple point solutions and siloed patient data

Integrates EHR agnostically across an enterprise, presenting a unified view of a patient's record.

Lack of patients' engagement in their own health

Engages and empowers patients through a single access point, and offers patient-owned, patient-controlled access to a Personal Health Record (PHR), requiring little-to-no user management or advanced training.

Meeting patients where they are

Enables clinicians to activate and engage patients anytime, anywhere, on any device with our mobile enterprise patient engagement platform. Offers patients convenient access to healthcare, minimizing the disruption to their home or work schedules.

Driving measurable ROI for healthcare organizations

Improves response, cancellation, and no-show rates. Reduces paper and office-supply costs, as well as administrative burden, by freeing up nurses and physicians to focus on delivering high-quality care.

Key features

- **Patient outreach** — Provides gap closures with specific groups of patients, education, overdue appointments, office closures and more.
- **Appointment self-scheduling** — Patients can search for providers of choice and schedule on their own time.
- **Appointment reminders, confirmations & waitlist** — The FollowMyHealth platform directly integrates with practice management solutions to send intelligent appointment reminders to patients based on configurable rules and criteria.

Challenges we address

- **Meeting patient demand for tools to stay connected** — Today's patients expect greater accessibility and engagement, on their terms, to become more active in their health plans and treatments.
- **Streamlining data from disparate EHR systems** — With so much patient information being collected and used across care settings, it is difficult to effectively connect EHRs and capture a clear record of a patient's entire health history.
- **Improving outcomes and increasing revenue** — Providers need a cost-effective patient engagement strategy that drives improved results for both their patients and their organizations.

"FollowMyHealth created a single point-of-access. This allowed our patients to get the information they needed timely and more efficiently. It was great communication from the provider to the patients and from the patient back to the provider."

Melanie Canady-Dial, CFO
Children's Health of Carolina



“Every step of the way, we’ve used FollowMyHealth to improve every patient engagement. Patients leave in better health than when they arrived, plus they’re more informed and empowered to maintain their own health.”

Duane Donaway,
Director of
Information Systems
Hendrick Health System

“We wanted to make sure that a patient’s experience with telehealth was more than just a video encounter. The FollowMyHealth team really impressed us in terms of turnaround time from hearing our sites’ need to have non-portal patients accessing the platform. We have found that as more solutions and opportunities for engagement increase, adoption goes up.”

Dr. Jeeny Job, CMIO
St. Barnabas Hospital

- **Electronic check-in & clinical assessments** — Patients can check in for their appointments on a mobile platform ahead of their service or on a tablet solution in the physician’s office.
- **Post-care instructions & education** — Patients receive timely mobile access to relevant patient education and post-visit summaries via text and, for long-term access, their PHR.
- **Automated care plan follow-up** — Based on patient criteria, FollowMyHealth automates the outreach to patients after a visit.
- **Telehealth (email & video visits)** — For email visits, a patient can initiate a secure clinical consultation by selecting a chief complaint and answering questions related to the complaint. Then, the patient receives information on when to expect a response. For video visits, providers engage their patients in a real-time video clinical consultation using a smartphone, tablet or computer — all while reviewing and documenting the visit in the EHR.
- **Achieve (remote patient monitoring)** — Create patient goals and capture patient data via wireless and wearable devices. Initiate interventions as needed to influence behavior and impact outcomes.

Outcomes we deliver

- **Reduce gaps-in-care and increase operational efficiency** — Children’s Health of Carolina enabled appointment confirmation and reminders with direct cancellation, resulting in cancellation and no-show rates dropping from 10% to 2%.
- **Streamline intake process and improve patient safety** — Planned Parenthood deployed the mobile check-in feature to decrease face-to-face interactions and deliver safer care to patients during the COVID-19 pandemic.
- **Increase patient satisfaction** — Heritage Valley Health System used the FollowMyHealth platform for its pediatrics practice, resulting in the cancellation rate of 3.82% and the score of “good” or better in > 95% of responses.

To learn more, visit followmyhealth.com