Allscripts FollowMyHealth® Telehealth

/Core Solutions

Allscripts FollowMyHealth® Telehealth gives your patients access to an organization's services via additional "virtual" modalities of care, including Asynchronous Email Visits, Real-time Video Visits or Achieve Remote Monitoring and Compliance.

How FollowMyHealth Telehealth can help

Patient acquisition, engagement and retention
Enables patients to connect with their care provider conveniently, making practices more competitive against urgent care and walk-in retail clinics. Telehealth modalities extend the communication paradigm with patients, connecting them to specialists as needed.

Rising cost of care
Streamlines the onboarding and check-in processes. Use of asynchronous modalities help to decrease visit duration and increase the ability to care for more patients in a shorter amount of time. This leads to an improved revenue stream.

Limited patient access due to time and location constraints
Provides care options for those needing flexibility, including rural and remote patients. By delivering easy access to care sooner, patients can reduce the likelihood of further complications.

Telehealth is overwhelming to implement and complicated to use
Enables providers to boost operational efficiencies through Email Visits for specific acute situations, e.g., diabetic/surgery follow ups, and primary care urgent visits (ex: pink eye).

Key Features

- **Email Visit**—Through FollowMyHealth, patients can initiate a secure clinical consultation. The patient selects a chief complaint, answers questions related to the chief complaint and is given information on when to expect a response. This information is then sent to the EHR. The provider reviews and documents the visit in the EHR and sends the care plan to the patient in FollowMyHealth.
- **Video Visit**—Providers engage their patients in a real-time video clinical consultation using a smartphone, tablet or computer. On-Demand Video Visits are also available. The provider can see and talk to the patient while documenting the visit in the EHR.
- **Allscripts FollowMyHealth Achieve™**—Patients can use wireless technologies and the FollowMyHealth patient engagement platform to engage with their providers and directly participate in their own care. Achieve enables providers to monitor patient compliance with care plans and initiate interventions as needed to influence behavior and impact outcomes.

Outcomes we deliver

- Hendrick Health System used the FollowMyHealth patient engagement platform to quickly deploy remote telehealth services to reduce COVID-19 risk for patients and focus onsite capacity and treatment on COVID-19 and other high-priority admissions.
- St. Barnabas Health System deployed FollowMyHealth Telehealth to better serve their community and assure patient safety during the COVID-19 pandemic.

To learn more, visit www.allscripts.com

Challenges we address

- **Acquisition, engagement and retention of patients**—The rise of urgent care centers and walk-in retail clinics forces primary care providers to compete based on cost and convenience. Meeting the expanding demands of patients as they begin to function as consumers is critical.
- **Rising cost of care, finding efficiencies in healthcare delivery**—Providers struggle to engage and monitor patients once they have left the office. Patients often fail to effectively participate in their care plans.
- **Limited healthcare access for remote patients**—Patients in remote/rural areas have limited access to healthcare and would highly benefit from more convenient contact with their various clinicians.

"I think my Email Visit was just as effective as an office visit… What made it even better is that I didn't have to drive down, park and subject myself to other people who were sick. It was so nice to simply go online, get the medication I needed and start feeling better."

Patient at the Cleveland Clinic

"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

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