

TELEHEALTH INTEGRATION

Automatically populate visit links from your Telehealth vendor in automated messages.

Hospitals within the U.S have seen up to a **50x increase** in Telehealth visits since the beginning of March 2020 due to COVID-19. Higher reimbursement rates, an increase in the number of eligible visit types, and an increase in patient demand enabled health systems to convert as many as 43 percent of in-person visits to virtual care. However, this rapid pivot has resulted in unforeseen operational challenges that have affected core office operations. Health system staff have spent hours reaching out to patients with their Telehealth appointment information, adding yet another step to their already overwhelming workload.

A recent WELL Insights data report indicates Telehealth appointments will continue to account for 15 percent or more of appointments through the end of 2020 and beyond, making it essential to streamline the process of coordinating Telehealth care.

WELL's Telehealth Integration enables seamless automated message delivery to maximize the value of your existing Telehealth investments, saving valuable staff time and resources.

How it works

- 1 When a virtual appointment is scheduled in your EMR, a link is generated for the patient to access their appointment.
- 2 WELL syncs with your EMR and identifies telehealth appointments as well as the patient-facing link for the visit.
- 3 Using a smartphrase, WELL inserts the visit link into an automated appointment reminder sent in line with all other communication through WELL, which eliminates manual outreach and data entry by your staff.

Why it matters

It is evident from the perspective of both the patient and provider that virtual care is here to stay. Ensure you have the systems in place to deliver a virtual care experience that is optimal for patients while enabling your staff to spend more time on complex tasks. Leave the rest to WELL.

To learn more reach out to a WELL representative.

