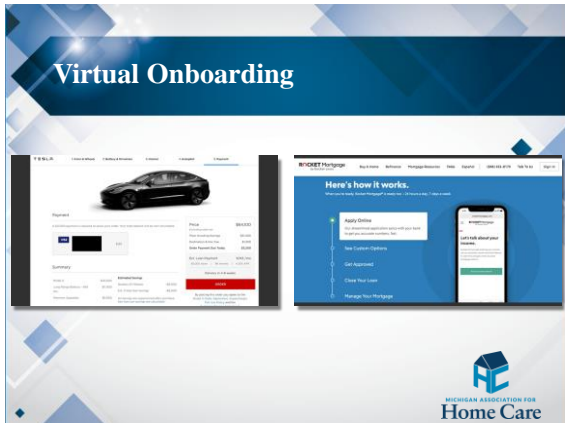
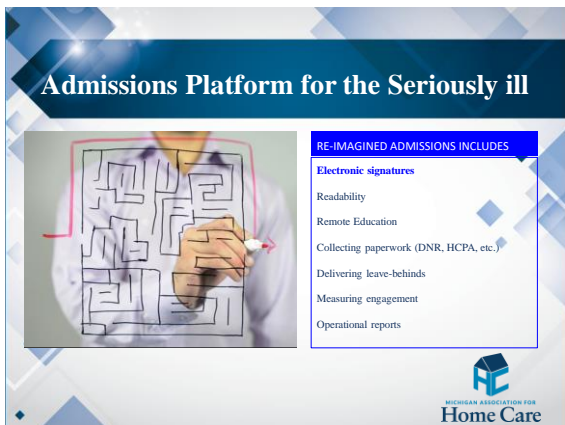




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Typical Return on Investment

First Order Benefits


- Intake
 - Less time tracking referrals
- Admission Nurses
 - Less time & effort to collect paperwork at admissions
- Medical Records
 - Less time reviewing & cleaning up form errors
- Financial
 - Fewer unbillable days due to incorrect paperwork

Second Order Benefits

- Compliance
 - Consistent patient EOS
- Patients
 - More convenient process to admit


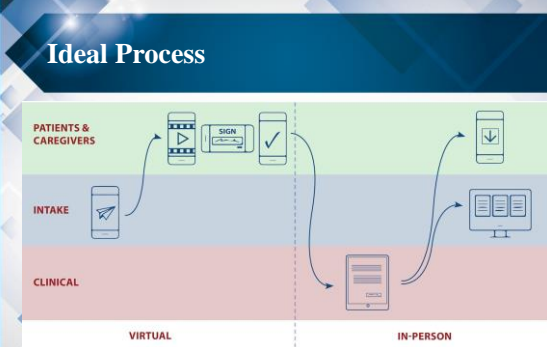
Third Order Benefits

- Management
 - Evidence based insights



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Ideal Process



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Turning Digital Exhaust into Insights

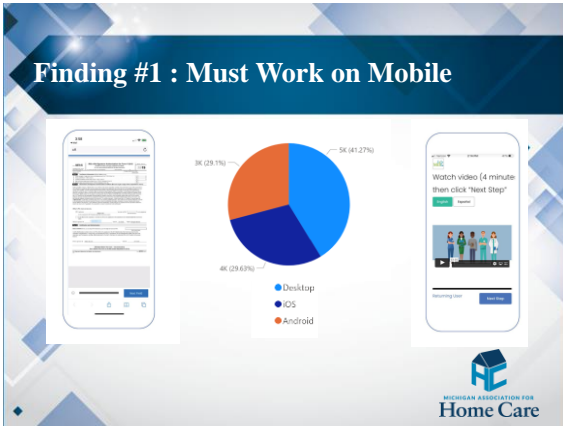


Connected cars produce volumes of data that can be used to

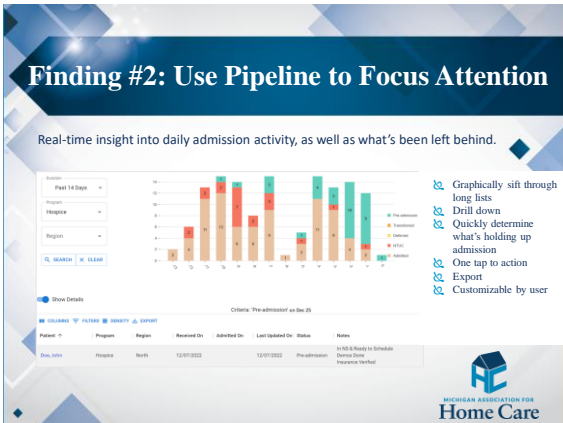
- Measure performance -
- Address problems -
- Inform product design



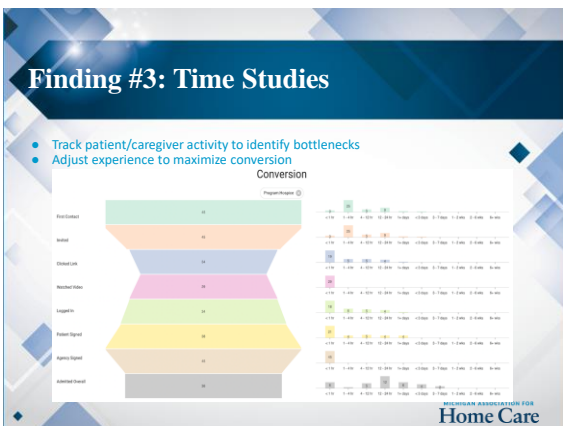
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Findings #4: Patient Response Times

Findings

- On average, 60+% will open invitation
- 50+% will do so within 1 hour
- 90% within 1 day

Implications

- If you aren't reaching out to patients early, inviting them to complete forms, you're not getting the value of virtual engagement. Waiting until admission visit is lost opportunity.
- Best in class agencies
 - Send invite within 1 hour of referral
 - Include assessment to determine patient's symptoms and funnel them to correct service (Hospice, Palliative, etc)

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Finding #5: What Shape are You In?

Each shape tells a story about an organization.

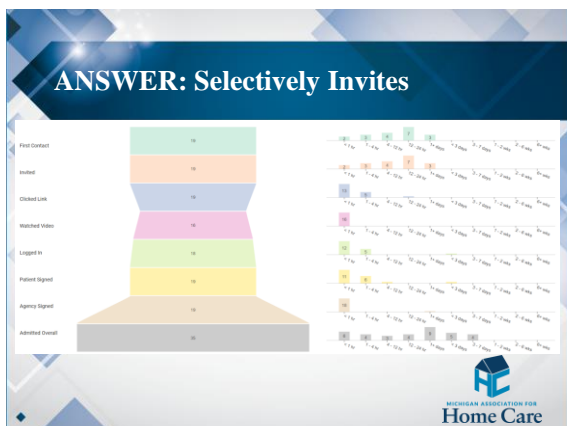
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Question: What's Going On?

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Technology Options

Feature	DocuSign	Patient Portal	Virtual Onboarding
Mobile Friendly (responsive & app clips) <small>Legible, white labeled, step-by-step (60% of visitors!)</small>	✗	✗	☑
Admission Nurse App <small>Enable nurses to edit & complete forms at visit; works offline</small>	✗	✗	☑
Guided Experience <small>Form logic raises comprehension & minimizes defects & QA effort</small>	✗	✗	☑
Integrated into your Business <small>Less copy/paste, designed for hospice admission process</small>	✗	☑	☑
Educational <small>Videos & Downloadable leave-behinds</small>	✗	✗	☑
Upload Documentation <small>Self service reduces workload; gather in advance of visit</small>	✗	✗	☑
Actionable Worklists & Analytics <small>Real-time visibility into every referral; relevant metrics</small>	✗	✗	☑

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