Allscripts FollowMyHealth®

PATIENT ENGAGEMENT PLATFORM

Succeed with Patient Engagement

To succeed with patient engagement, you must make it easy for patients to stay connected.

That means removing barriers that discourage interaction—like requiring patients to log into and out of multiple portals tethered to different electronic health records (EHRs) used by various providers.

FollowMyHealth® is EHR-agnostic and integrates seamlessly with all systems across your organization. Patients have a single point of access regardless of an individual provider's software. Plus discrete patient-generated data flows directly back to the EHR to automatically populate the medical record.

The benefits?

- Patients see and interact with all of their information from a single access point: **Greater convenience = greater satisfaction and loyalty**

- The portal can be "white labeled" to expand your brand footprint across the entire community: **Greater visibility = competitive advantage**

- Our SaaS delivery model ensures rapid deployment and places minimal demands on internal IT resources: **Reduced demand on internal resources = cost savings**

- Patients can securely interact with your organization 24/7, submitting requests and paperwork: **Streamlined processes = increased efficiency**

Because FollowMyHealth is more convenient—accessed via the web or through our mobile app—patients stay more engaged.

EARN MEANINGFUL USE INCENTIVES

And that not only helps improve care, it supports Meaningful Use Stage 2 (MU2) compliance. Patients use FollowMyHealth to communicate with their care team and review results—activities that help you meet MU2 requirements and earn incentive dollars.

Additionally, FollowMyHealth allows caregivers to monitor and manage family members' and loved ones' health through secure proxy functionality. Parents can schedule children's appointments and physicals with ease—and have access to immunizations and other records with the click of the mouse. Those caring for the elderly can communicate with providers, manage medications and access information about treatment plans.

FollowMyHealth likewise makes your life easier by reducing the need for third-party services. Appointment reminders, highly configurable lab result rendered for patients, electronic forms and more are all integrated within the FollowMyHealth patient engagement platform. That means you don't have to manage—or pay—third-party vendors for these services. You get the full package with FollowMyHealth.

Overview

INDUSTRY DRIVERS:

- Payment models shifting from fee-for-service to value-based care; patient engagement tools are critical to success

- Need to merge data from multiple providers/organizations and disparate EHRs into single comprehensive patient record

- Patient portals are required to earn Meaningful Use incentives

- Increasing patient demand for tools to help them be more proactive in their own care

"When patients are more actively involved in their care, they are more motivated, which results in better outcomes for the patient and lower costs. I find that the ability to respond to patients through the integrated tasking in FollowMyHealth is so much easier, quicker and more complete than using the telephone. Playing phone tag is frustrating for everyone and secure messaging eliminates this."

Renee Kimball, MD
Northeast Georgia Physicians Group
Gainesville, GA

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FollowMyHealth is used by thousands of providers and healthcare organizations—and millions of patients—across the US. This level of patient engagement helps you improve quality, increase safety, enhance outcomes and drive satisfaction and loyalty.

Additional Value

You can also leverage additional FollowMyHealth features to amplify your patient engagement efforts—and achieve greater success.

FOLLOWMYHEALTH ACHIEVE

Our FollowMyHealth Achieve solution leverages consumer wireless technologies and the FollowMyHealth patient engagement platform, allowing providers to engage patients directly in the ongoing management of their care. This enables providers to monitor the patient's compliance with care plans and initiate interventions as needed to influence behavior and impact outcomes.

PATIENT ENGAGEMENT CONSULTING SERVICES

Implementing FollowMyHealth is the first step towards better patient engagement. But to be truly successful, healthcare organizations must dedicate time and attention to educating patients on the benefits of using FollowMyHealth on a regular basis—while also managing Meaningful Use reports and staying on target to exceed Meaningful Use measures.

That's where our Patient Engagement Consulting Services (PECS) can help. We spend time onsite at your organization to educate and inspire your team and equip them with the training and materials they need to make patient engagement a seamless part of their daily routine. And, we are available for longer-term engagements, proving hands-on support to help manage patient registration, drive ongoing usage of FollowMyHealth and help you meet Meaningful Use Stage 2.

LEVEL 1 SUPPORT

Patients—even the most tech savvy—might have questions about using FollowMyHealth, ranging from how to create an account to how to integrate a wireless monitoring device with the portal. Some healthcare organizations set up their own support centers so patients can call them directly. Others, however, contract with Allscripts for this patient support and enjoy the following benefits:

- No need to dedicate valuable staff resources to answering technical questions
- Eliminate incoming calls that might reduce responsiveness to care-related queries
- Ensure patients get accurate information about FollowMyHealth as quickly as possible (our support team is specifically trained to respond to a wide range of questions and concerns)

Key Features

- EHR-agnostic; integration with all systems across an organization
- Delivers patient information back into the native EHR
- Integrates many third-party services like appointment reminders, lab views and electronic forms
- Built-in accuracy and security with Enterprise Master Patient Index (EMPI)
- Customizable settings/functionality, by organization or provider

Key Benefits

- Single point of access for patients, regardless of individual provider's EHR
- Seamless integration streamlines clinical operations and workflows
- No on-site hardware/software maintenance produces significant cost savings
- Enabling electronic communication with patients saves time and money

"The portal allows me to access my health records and test results when it's convenient for me. I like that I can message my doctor directly and get a response back, without having to call the office and be put on hold."

Joseph, Patient
North Shore Gastroenterology
Westlake, OH

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