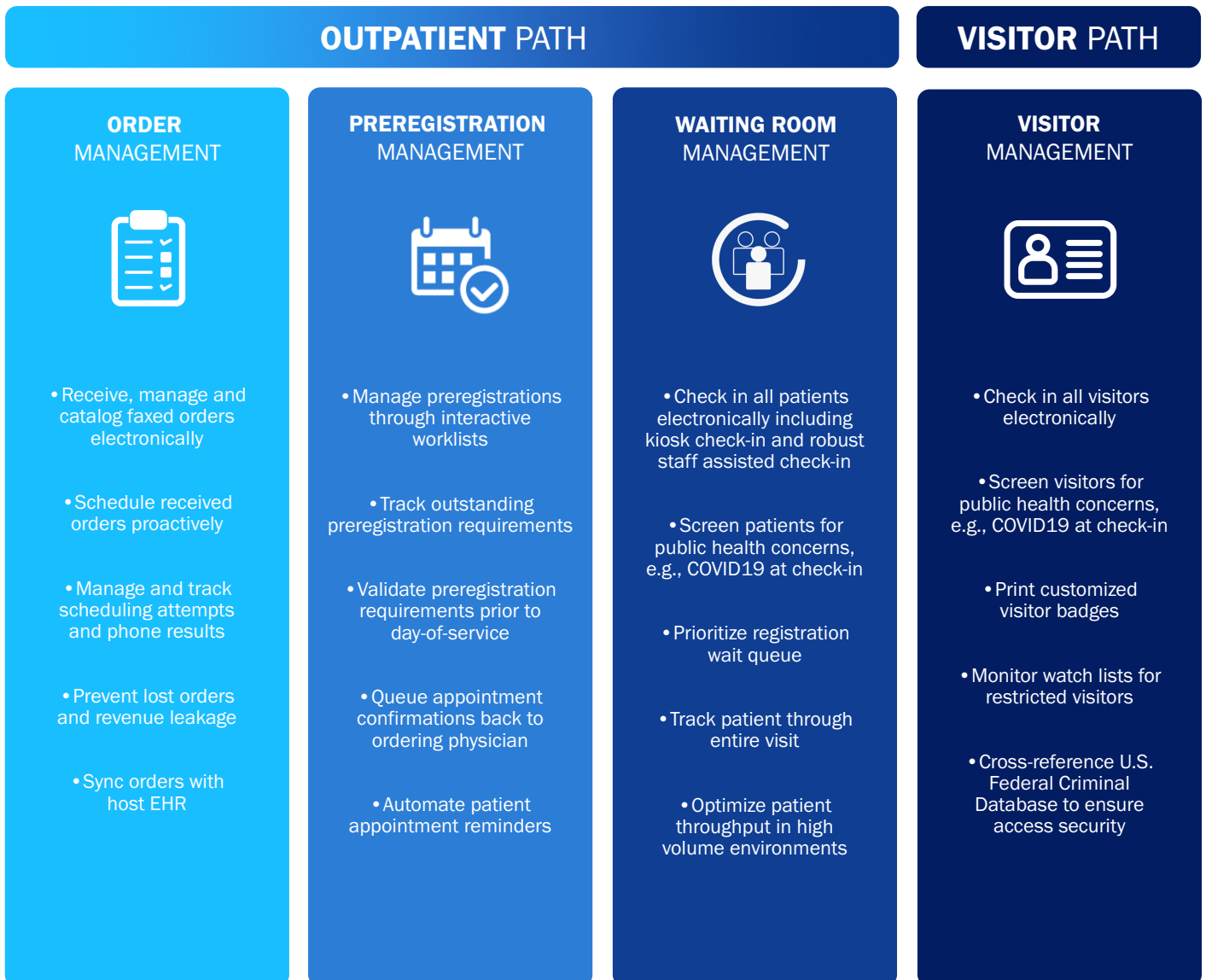# PatientPath™
Optimizing Patient Workflow

Who We Are

For nearly 25 years, the company you may have known as MEDICON Software, has been helping hospitals optimize outpatient workflow.

We started with humble beginnings, providing basic Order Management and Outpatient Tracking to hospitals and healthcare organizations. Through continual Innovation, listening to our customers and proactively anticipating market needs, we have grown our portfolio to provide comprehensive and robust end-to-end Outpatient Tracking.

Most importantly, throughout our growth and expansion, a top priority has been, and continues to be, operating with small-business familiarity and trusted relationships, while offering products and services for everyone - from smaller clinics and physician offices, to high volume acute care centers, and large healthcare systems.

And now, to more accurately reflect the benefits from the extended scope of products and services we bring to you and your patients, we have updated our name to PatlentPath™.

OUTPATIENT PATH

VISITOR PATH

ORDER MANAGEMENT

- Receive, manage and catalog faxed orders electronically
- Schedule received orders proactively
- Manage and track scheduling attempts and phone results
- Prevent lost orders and revenue leakage
- Sync orders with host EHR

PREREGISTRATION MANAGEMENT

- Manage preregistrations through interactive worklists
- Track outstanding preregistration requirements
- Validate preregistration requirements prior to day-of-service
- Queue appointment confirmations back to ordering physician
- Automate patient appointment reminders

WAITING ROOM MANAGEMENT

- Check in all patients electronically including kiosk check-in and robust staff assisted check-in
- Screen patients for public health concerns, e.g., COVID19 at check-in
- Prioritize registration wait queue
- Track patient through entire visit
- Optimize patient throughput in high volume environments

VISITOR MANAGEMENT

- Check in all visitors electronically
- Screen visitors for public health concerns, e.g., COVID19 at check-in
- Print customized visitor badges
- Monitor watch lists for restricted visitors
- Cross-reference U.S. Federal Criminal Database to ensure access security

---

From Order to Discharge... And Everything in Between

Corporate Profile

The PatientPathTM suite of products increases revenue opportunities and protects against revenue leakage for your facility by:

- **Optimizing your scheduling, preregistration and admissions workflows**
- **Improving process efficiencies, thus increasing patient throughput on day-of-service**
- **Streamlining the customer experience at both the provider and patient level, thus reducing patient attrition**
- **Providing convenient check-in for visitors while maintaining safety and security for patients and staff**

What We Do

Order Management

Order Management is a critical first step in the patient tracking process. Unlike most patient tracking solutions, PatientPath begins tracking a patient from the moment an order is received from a provider; days, weeks, or months before the patient steps foot in the door. Worklists ensure all received orders are converted to scheduled appointments immediately presenting increase revenue opportunities and virtually eliminating lost orders.

Preregistration Management

A robust and full-service patient tracking solution must include Preregistration Management to recognize the benefits of saving time, saving money and providing a positive patient experience. Preregistration Management's primary function is to help your staff increase the number of completed preregistrations resulting in streamlined day-of-service flow, increasing the efficiencies of multiple departments as well as improving patient satisfaction with reduced or even zero time in registration.

Waiting Room Management

Preparation is paramount in creating a positive customer experience on day of service. Waiting Room Management serves as the final step in the PatientPath outpatient tracking solution providing streamlined workflows to facilitate efficient day-of-service outpatient check-in, registration, and appointment level tracking. Our feature-rich, robust, self-refreshing tracking board is designed to help your staff accommodate the varying and individual needs of each patient.

Visitor Management

Visitor Management goes beyond the convenience of checking visitors in electronically and safety of screening for public health concerns. Visitor Management takes security to the next level by monitoring watch lists for restricted visitors and cross-references with the U.S. Federal Criminal Database to ensure access security.
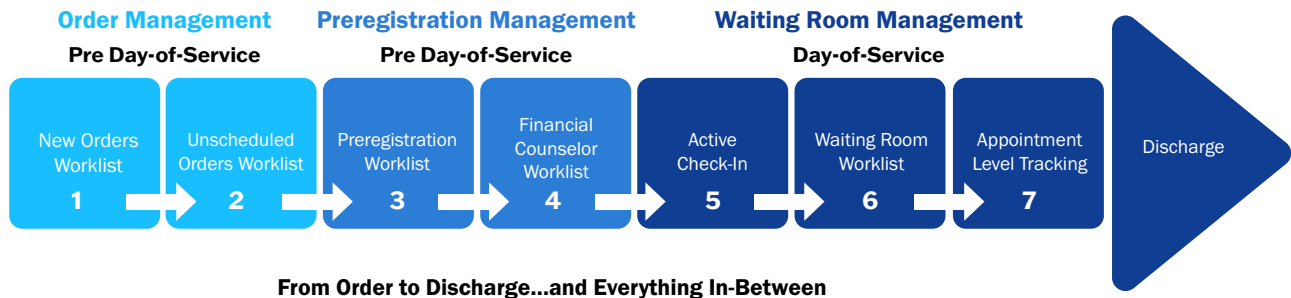
Why It Matters

Patient Experience is more than just a buzzword in today's healthcare environment. Patients have become consumers and are taking ownership of the efficiencies and effectiveness of their care. And, if patients and their providers don't have a superior experience, they will not just take their 'business' to another healthcare facility the next time, they conceivably will communicate that dissatisfaction across multiple mediums. Today's patient and provider experience extends to both short and long-term customer loyalty, e.g., revenue leakage – losing patients and provider referrals from your facility to another. This is where, and why, PatientPath offers a step up from other trackers.

The open architecture allows integration and communication with any host HIS, Scheduling, or Admissions system, including MEDITECH and Cerner or any other system where HL7 Scheduling and ADT outbound data is available. The full suite of tracking modules can be purchased as stand-alone, or together, for seamless integration of end-to-end outpatient and visitor tracking.

PatientPath™
Optimizing Patient Workflow

info@patientpathsoftware.com
140 S Beach St. Suite 310
Daytona Beach, FL 32114
(386) 957-9500

Order Management
Pre Day-of-Service

Preregistration Management
Pre Day-of-Service

Waiting Room Management
Day-of-Service

| New Orders Worklist **1** | Unscheduled Orders Worklist **2** | Preregistration Worklist **3** | Financial Counselor Worklist **4** | Active Check-In **5** | Waiting Room Worklist **6** | Appointment Level Tracking **7** | Discharge |

From Order to Discharge...and Everything In-Between

Order Management

1

New Orders Worklist
Function: Easily catalog outpatient orders received electronically and/or via fax

Advantange: Immediately index orders into relational database and eliminate lost orders

2

Unscheduled Orders Worklist
Function: Track and document scheduling attempts for each order

Advantange: Ensures all orders received are converted to scheduled appointments

Preregistration Management

3

Preregistration Worklist
Function: Track and document preregistration attempts and manage preregistration requirements

Advantange: Ensure highest percentage of fully preregistered patient prior to day of service to ensure quickest patient throughput on day of service

4

Financial Counselor Worklist
Function: Track and document patients that require financial assistance in order to meet the patient portion financial requirement

Advantange: Eliminate payment snafus on day of service

Waiting Room Management

5

Active Check In
Function: Robust staff assisted and self check-in options for scheduled and walk-in patients

Advantange: Streamlined patient intake on date of service

6

Waiting Room Worklist
Function: Real-time, self-refreshing waiting room queue providing visual and SMS alerts

Advantange: Bring order to an otherwise chaotic waiting room

7

Appointment Level Tracking
Function: Track patient through modality waiting room, treatment and discharge

Advantange: Great communication tool between registration and the modalities eliminating phone calls between the two. One click access to patient orders

For more information about the PatientPath portfolio modules or services, please contact us using the information below.