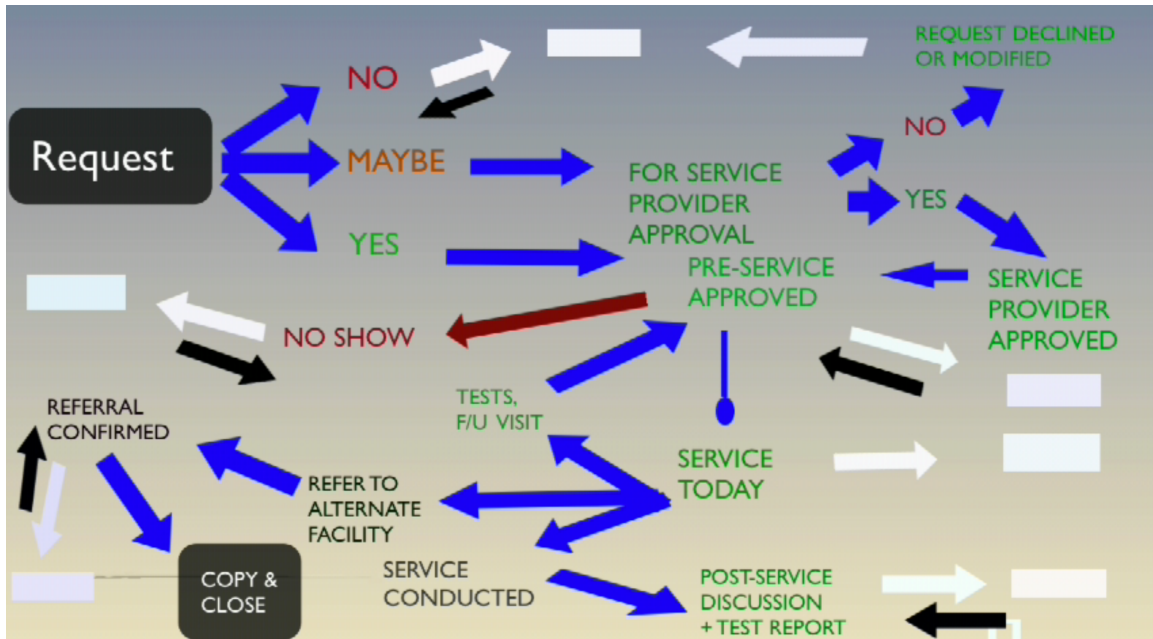
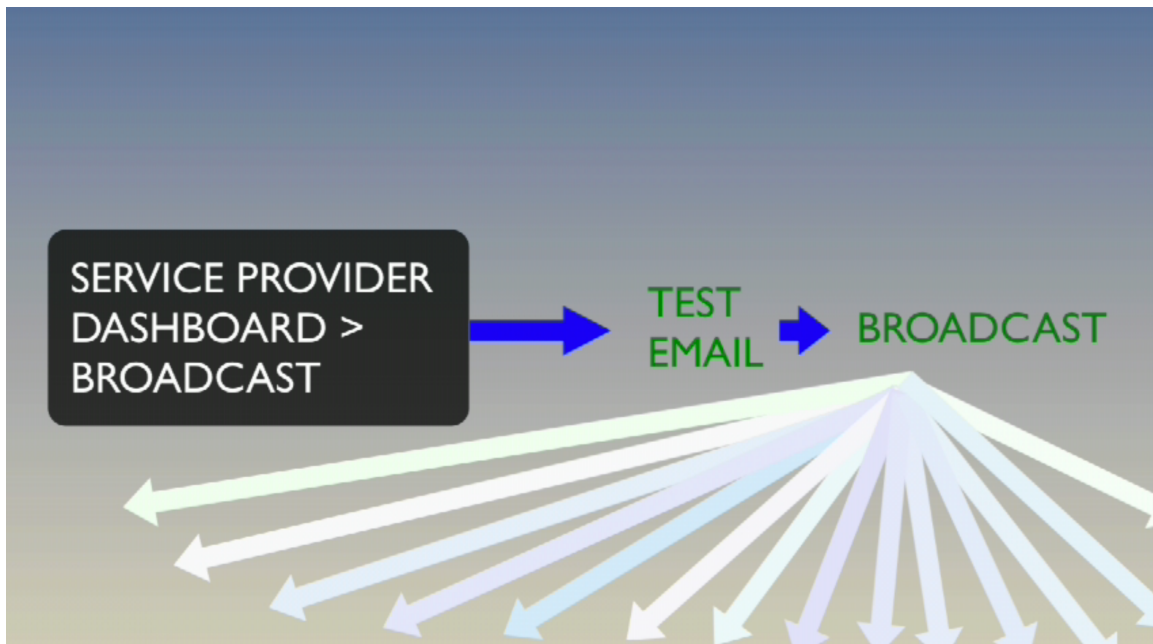
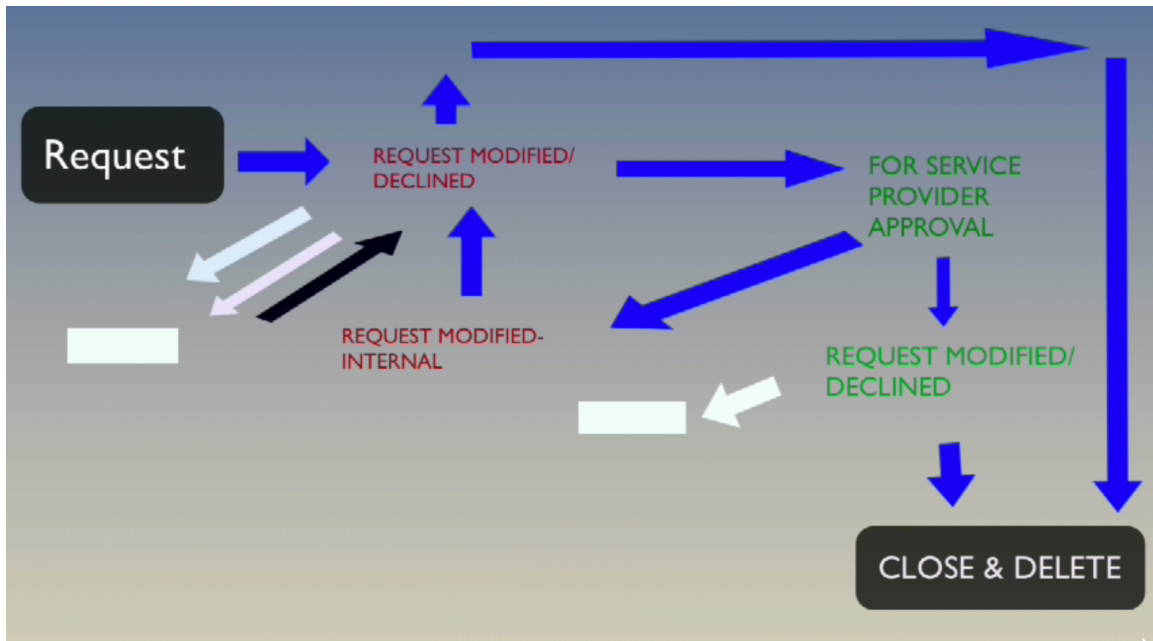


## S- OVERVIEW OF PORTAL COMMUNICATION





This is a graphic representation of how ConsultSTAT-Services acts as a full communication platform.

## **Part 1: Scheduling**

Within the Portal, Facility Managers can broadcast to all referring HCP members, schedule test/procedure appointments for the referring HCPs' patients and advise their referring HCP members.

First let's look at the scheduling function. This emulates the traditional referring HCP office - test/procedure facility office telephone and/or fax interactions.

A referring HCP's request for a test/procedure appointment for the patient can generate three potential outcomes. If the facility's secretary is uncertain, she refers the Request to the Service Manager.

If the Service Manager declines the appointment request or has an alternate solution, he posts it and an email notification to the referring HCP is generated. A declined appointment generated from the facility secretary's screen similarly triggers an email notification. Acceptance of the appointment request by the facility secretary or by the Service Manager creates an email notification to the referring HCP.

On the date of test/procedure appointment (or of the pre-procedure eConfer between referring HCP and Service Manager), a reminder notification is generated to the referring HCP. If the patient doesn't appear for the appointment, the facility's secretary triggers a "No- Show Discussion" notification to attempt to salvage the test/procedure appointment and reschedule it.

If the test/procedure is performed successfully, this results in a Service Conducted status, which indicates that there is nothing for the facility's secretary to do other than upload the test/procedure report once it's available and, after receipt is acknowledged, print the PDF, close and delete the Request.

If the test/procedure cannot not be performed successfully, a follow up visit for a repeat test may be required. This would result in a Service Pending More Tests/Procedure status, requiring the facility secretary to book a new appointment from within that status screen. This would regenerate a new email notification to the referring HCP's office.

If it is apparent that an urgent additional test/procedure is required, the facility can save the patient time by actually booking the test/procedure and simultaneously advising the referring HCP. If the test/procedure is available at the same office, the facility secretary would schedule it by creating a New Request on behalf of the referring HCP for that test and would instruct the referring HCP to open that ticket and upload a requisition. If the test/procedure is available at a different facility office, the facility secretary would log into that office's CS-Services Portal and create a new Request for the test on behalf of the referring HCP. If self-booking is available for that particular test/procedure, she would book it on the spot. Otherwise, she would wait until the Booking Request is responded to by the second facility's secretary. In either case, she would then post the appointment information to the referring HCP on the original ticket and convey it directly to the patient. Once the referring HCP confirms that he has received the new test/procedure appointment time, date & location, the facility secretary triggers a notification to the referring HCP and requests that the referring HCP's office close the Request. The referring HCP can then respond to this post (as well as to most post statuses). Once the referring HCP finishes dialoguing and closes the Request, the facility's secretary deletes it from the Portal's database.

## **Part 2: Advice**

Now let's look at the advice function. The facility's secretary can handle many requests for information or advice directly. Her post generates an email notification to the referring HCP. Requests that require the Service Manager's intervention are referred to him or her. The Service Manager can post advice directly on the thread or request that his/her secretary post the information. The facility secretary's post generates an

email notification to the referring HCP. The referring HCP's office can then respond to the facility secretary's post. When the referring HCP indicates that the transaction is complete, the facility's secretary deletes the Request from the database.

### **Part 3: Broadcast**

Finally, let's look at the broadcast function. This permits the Service Manager to broadcast the same message to all of the Portal's members simultaneously. Each message is an actual email sent to the member's Gmail inbox. It can be sent from the Portal directly via a dedicated email delivery service such as SendGrid, or integrated with the facility's existing autoresponder service. The broadcast feature is an optional upgrade to ConsultSTAT-Services.

In summary, the facility's Portal is a communication hub with three functions: (i) advising referring HCPs, (ii) scheduling and fulfilling test/procedure appointments for referring HCPs' patients and scheduling and conducting pre-procedure eConfers with referring HCPs on behalf of their patients, (iii) broadcasting educational and marketing information to referring HCPs. These functions are displayed in graphical format in this video.

To learn about the broadcast feature of ConsultSTAT-Services, ConsultSTAT-Triage and ConsultSTAT-Refer Portals, please visit this [CS-Triage page by clicking on the link](#).