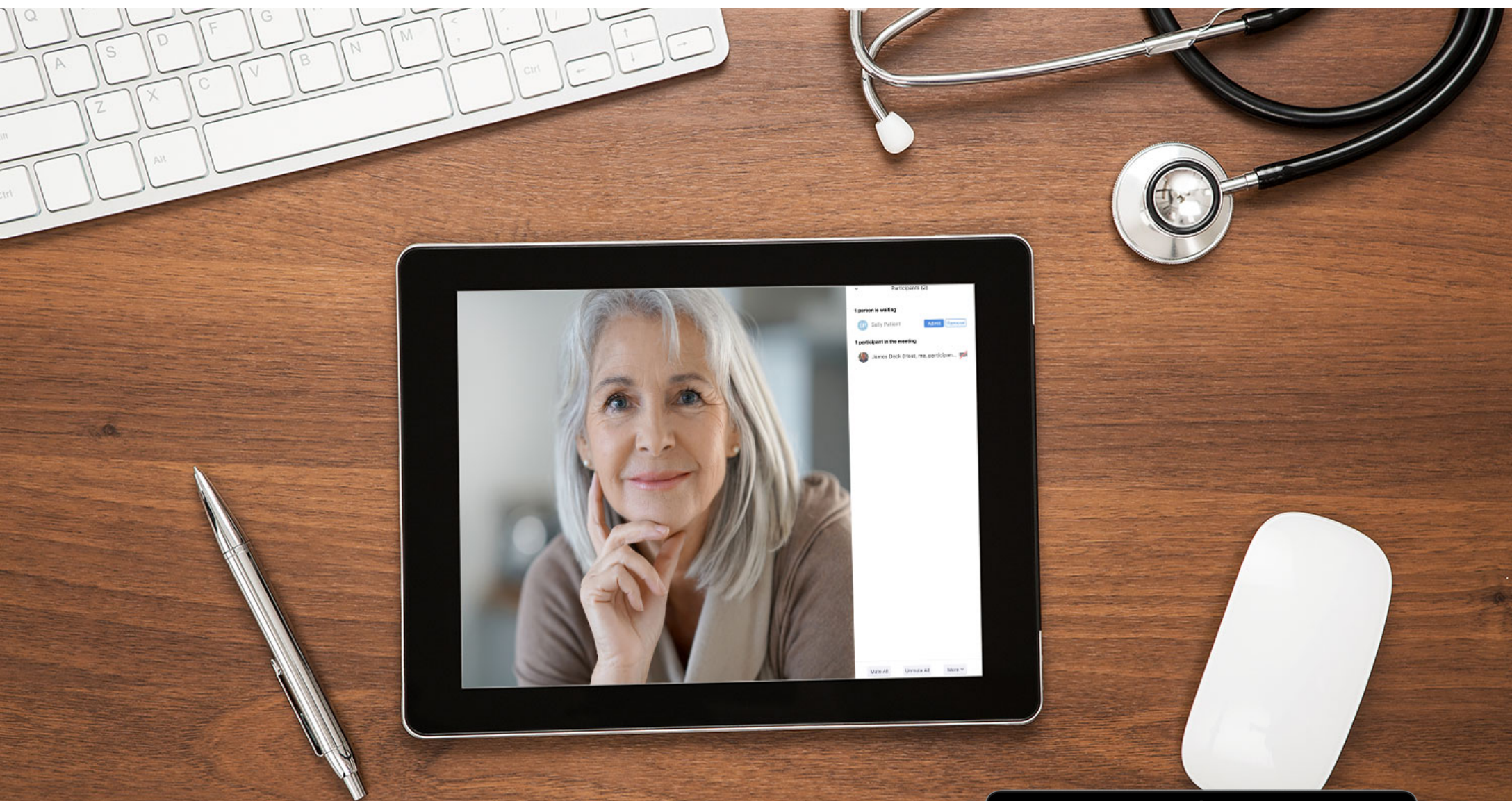# CURAGO
HEALTH

Curago Telehealth

Virtual Visits through your EHR

Telemedicine Simplified.

A letter from Curago Health's Founder & CEO

I am pleased to present this powerful Telehealth add-on to Curago's patient experience platform. Curago Telehealth is offering telemedicine through virtual provider-patient visits, including COVID-19 screenings. Our Telehealth add-on also includes innovative patient registration, health record management and communications. This platform ensures that you can provide the best possible patient care, while protecting your staff and your patients from COVID-19.

Curago Telehealth seamlessly integrates with the most popular EHRs. This enables a physician-friendly workflow, multi-lingual patient registration, customizable patient communications and payment flow.

As a company committed to improving the patient experience, Curago understands the increasing demands that COVID-19 is placing on community health centers and providers to maintain patient care, while keeping everyone safe. For the next 60 days, we are offering community health centers access to the Curago Health patient experience platform - at no charge. We will work with you to implement a customizable, practice-branded Telehealth platform that will meet the unique needs of your practice.

We look forward to collaborating with you on your Telehealth solutions to deliver innovative and exceptional patient care.

Best,

TABLE OF CONTENTS

WHY TELEHEALTH?

- Increase patient access

- Improve patient satisfaction and convenience

- Transition phone calls to reimburse visits

- Reduce EHR and urgent care visits

- Manage chronic case patients

- Offer preventative care

- Provide clinical education

- Increase reimbursement

WHY CURAGO?

- Physician-friendly workflow

- High quality, HIPAA compliant video experience

- Multi-lingual patient registration

- Allow new and existing patients to register from home

- Customizable remote screenings such as PHQ9, Fall Risk, COVID-19

- Includes appointment reminders and check-in notifications that are texted and/or emailed

- Allows your practice to brand the entire registration and Telehealth experience

- Seamless EHR integration

PRODUCT FEATURES
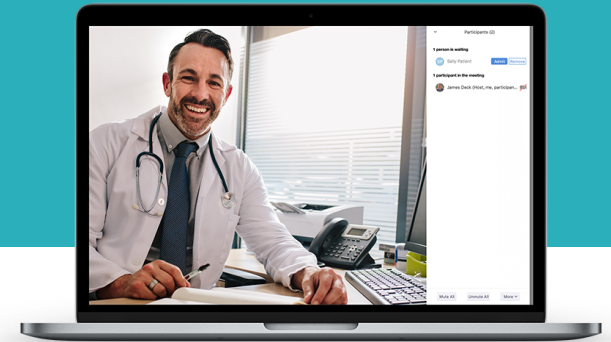
Virtual Care Simplified

Share your screen, pass documents, and chat with your patient all within the Virtual Visit. Running behind schedule? No problem. Patients can wait in the provider's virtual waiting room where staff can connect with the patient as appropriate.

Practice Medicine Anywhere

Provide mobile health services, Virtual Clinic services and conduct screenings from anywhere.

Patient Registration and Check-in

Patients complete registration, including a review of systems during check-in which reduces administrative overhead. Alternatively, staff can perform their full administrative functions during Virtual Visits. Short staffed? Let Curago manage the entire registration process for you.

Customizable Patient Communication

Customizable patient email and text reminders, check-in notifications and other numerous communications allowing the patient to have a complete digital health experience.

Collect Patient Payments

Collect patient payments and account balances through integrated payment processing partners.

PATIENT FEATURES

- Patient text and email appointment reminders

- Patient access via smart phone, tablet or computer

- Insurance card image capture

- Patient scheduling update via text and email

- Patient registration and check-in on smart phone, tablet or computer

- Payment processing during remote check-in

PROVIDER FEATURES

- Provider desktop and web app allows for an integrated EHR / Telehealth audio / video experience

- In-video messaging

- Document passing

- Provider side screensharing

- Customizable ROS and screenings such as PHQ9, Depression and COVID-19 that are added to the patient's chart as part of registration

- Virtual Waiting Room

ADMINISTRATION & CUSTOMIZATION

- Patient registration dashboard

- Fully customizable practice emails, reminders and text messages, including check-in text messages

- Branded patient registration

- Branded virtual waiting room

- Branded Virtual Visits

- Eliminate data entry during registration as patient updates EHR with discrete data

- Customizable registration screens (HEDIS, UDS, PHQ9, COVID-19)

- Virtual Visits without an app

PROVIDER FLOW

1   Schedule a Virtual Visit in the EHR.

2   Appointment flows into Curago.

3   Patient is prompted to check-in via a secure link in email or text.

4   Provider receives an alert that patient is in the waiting room and joins patient in the Virtual Visit room via an app on their desktop or mobile device.

CHECK IN

5   Conduct Virtual Visit.

6   Document and bill in the EHR.

PATIENT FLOW

1 Open appointment confirmation email or text and click registration link.

2 Complete patient registration on mobile or web.

3 Receive text and/or email check-in notification 15 minutes before the appointment and click the visit link.

4 Pay co-pay / account balance.

5 Complete the intake questions and/or screenings, then click "Launch Virtual Visit" button.

CHECK IN

6 See your provider via Virtual Visit.

RECOMMENDED TELEHEALTH TEAM

Executive Sponsor

Owns Telehealth strategy and direction at your practice.

Telehealth Lead

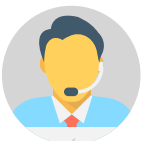Project Manager and primary point of contact for Curago during implementation.

Provider Champion

Champions the project from the provider perspective. Influential with his/her peers and is eager to use the technology with patients.

Technical Lead

EHR application administrator with experience in system and scheduling administration.

Super User

Works with Curago to make sure all users are well-trained. Curago will train your entire team, but designating a super user works extremely well post go-live.

Patient Experience Manager

Someone who owns the patient experience for the practice. Curago includes a Patient Experience Manager with every subscription to act as your subject matter expert and helps optimize the patient experience for your practice.

MOST COMMON USE CASES

Follow-Up Visits

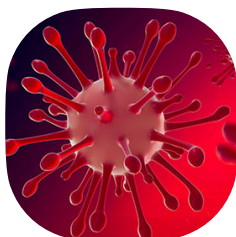**Medication Reviews, Refills and Renewals**

After-Hours Care

Post-Op

Behavioral Health

Quick Visit / Well Checks

COVID-19 / Infectious Disease

Remote Patient Monitoring

TECHNICAL INFORMATION

Patient Support

Patients receive customizable text and/or email to test their device before their visit. This ensures any hardware or browser complications are identified and resolved before the visit.

Supported EHRs

Seamless integration with the most popular EHRs

Q: How can a patient enter their visit on a mobile phone?

Patients can be texted a link to check-in and enter their Virtual Visit on any mobile device. Curago recommends this method as nearly all mobile devices provide a quality audio and video experience for the patient.

Q: Does the patient have to download an application to enter their Virtual Visit?

The patient does not need to download an app when connecting from their computer. For mobile devices, patients are prompted via text to download an app. However, by May of 2020, an app will not be required for the patient to join a Virtual Visit on a mobile device.

Q: Is there a limit to how early a patient can join their Virtual Visit?

The practice is able to designate how early or late they wish to allow the patient to check-in and join their Virtual Visit.

Q: What if the patient has issues accessing their Virtual Visit?

There are a number of resources available to patients including:

- Staff can send text message from Curago be provided to assist.

- Instructions on how to access the Virtual Visit are also included in patient notification texts and email messages.