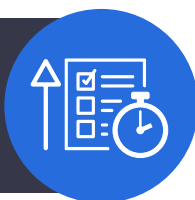


Creating Patient and Practice Success with a Reimagined Patient Engagement Solution

Greenway Patient Connect is a fully integrated patient engagement solution designed to promote patient success and satisfaction while relieving administrative burden and driving efficiency. Its robust features facilitate proactive communication, personalized care delivery, and seamless coordination between patients and providers, ultimately leading to **improved patient outcomes and greater satisfaction**.

RECENT OUTCOMES FROM GREENWAY PATIENT CONNECT USERS



Client achieved **5,800 referral conversions across five providers** with Luma's automated text system, replacing manual processes and providing full visibility into referral status and outcomes.

Client achieved an impressive **42.5% completion rate with 130 bookings** shortly after implementing external scheduling.

Revolutionizing Patient Care with Comprehensive Solution for Enhanced Access, Readiness, and Communication

Greenway Patient Connect delivers a holistic platform addressing common challenges in patient access, readiness, and ongoing communications. With Greenway Patient Connect, practices can realize a reduction in operating costs, an increase in revenue, and dramatic improvements in the provider-patient relationship.



TOP PATIENT ENGAGEMENT CHALLENGES:

- Limited appointment availability and cumbersome scheduling processes hinder patient access to care
- Ineffective communication results in missed appointments and decreased patient engagement
- Manual intake and insurance verification processes burden staff and lead to inefficiencies in registration
- Waiting room congestion due to inefficient processes disrupts patient flow and reduces operational efficiency

For more information, visit greenwayhealth.com

Streamlined Patient Experience: Access, Readiness, and Communication with Greenway Patient Connect

The **Greenway Patient Connect Standard Bundle** optimizes scheduling, registration, and communication for an enhanced patient experience. The integrated platform maximizes healthcare provider schedules while minimizing wait times, accelerates the check-in process, and improves overall practice efficiency and patient satisfaction.

The **Greenway Patient Connect Standard Bundle** includes the following solutions:



GREENWAY PATIENT SCHEDULING *powered by Luma*

- **Employs** rules-based algorithms to guide patients to the optimal appointment time with their preferred provider, enhancing scheduling accuracy and patient satisfaction.
- **Automatically offers** patients matching availabilities, reducing appointment gaps, and maximizing schedule utilization in the event of cancellations.
- **Invites** patients to join the waitlist and receive automatic notifications when a suitable appointment becomes available, effectively reducing wait times and ensuring provider schedules remain optimized.

GREENWAY PATIENT REGISTRATION *powered by Luma*

- **Streamline** the appointment day process for patients and equip providers with essential information pre-visit.
- **Enhance** patient convenience with support for check-in from mobile phones on appointment day, appearing in a dashboard for staff triage, improving efficiency and reducing wait times.
- **Improve** efficiency with an organized intake and registration experience. Data -- including new patient packets, prior authorizations, consents, and more -- flows directly to your EHR via open standards and CCDA exchange.

GREENWAY PATIENT COMMUNICATIONS *powered by Luma*

- **Engage** patients with automatic, customized reminders for pre- and post-visit appointments, ensuring patients stay informed and engaged throughout their healthcare journey.
- **Experience** the convenience of automatic notifications prompting patients to schedule their visits, supporting timely access to care, and reducing appointment delays.
- **Utilize** secure two-way, HIPAA-compliant chat functionality to foster direct communication with patients, enabling efficient web-to-text interactions while maintaining strict privacy standards.
- **Empower** your practice with flexible options for appointment-based or site-wide broadcast messaging, enhancing communication efficiency and patient outreach efforts.

For more information, visit greenwayhealth.com