

# Updox Universal Inbox



and



- Greenway Marketplace 2016 Partner of the YEAR!
- Powerful partnership – Since 2012
- More than 3,000 Greenway providers
- The Updox Platform provides Greenway providers with:
  - Integrated Electronic Fax and Document Management
  - Direct Secure Email
  - Integrated Patient Surveys
  - Updox Appointment Reminders
  - Targeted, On-Demand Messaging

*Where Healthcare Connects*



# Running a practice is complicated



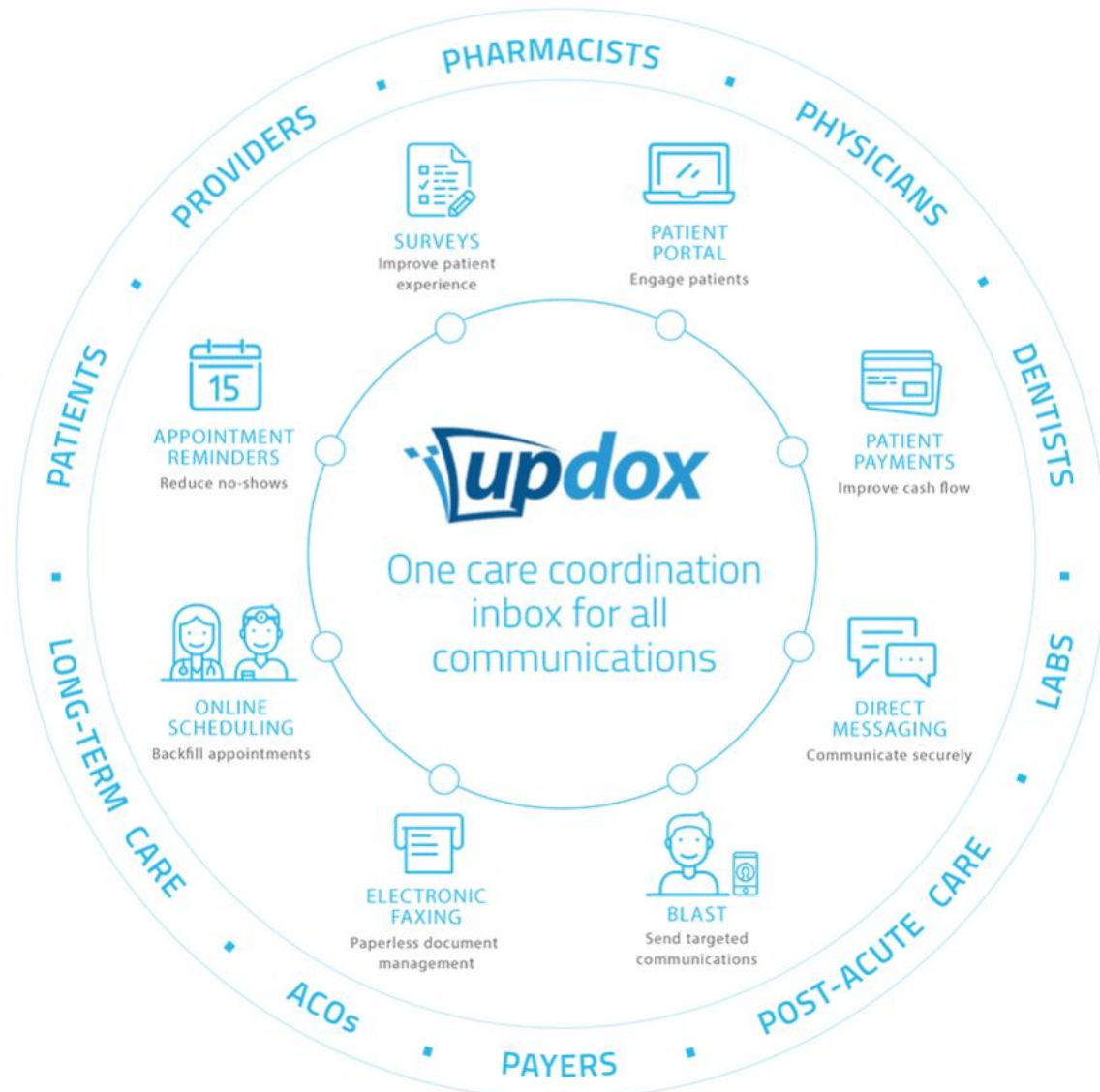
# This is where we can help...



*Where Healthcare Connects*



# Updox... Securely connects and enhances all relationships



# Web-based inbox

MENU		COMPOSE	ADDRESS BOOK	REFRESH	TYPES	TAGS	SPACES	QUEUES	SORT	Search...
Inbox	<input type="checkbox"/>	> upload	Fri 01/27/17 2:42 PM	Susan Dey lab.pdf						Tim Lytle
	<input type="checkbox"/>	> message	Fri 01/27/17 1:58 PM	<b>READ: Labs</b>						<b>PIPPY LONGSTOCKING (2000-09-06, 10</b>
Sent	<input type="checkbox"/>	> upload	Thu 01/26/17 6:26 PM	Lifting Hopes List 2016.xlsx						Katie Lachey
	<input type="checkbox"/>	> upload	Thu 01/26/17 3:42 PM	Walt Disney radiology.pdf						Tim Lytle
Archive	<input type="checkbox"/>	> fax	Thu 01/26/17 1:26 PM	4 fax pages from (614) 321-3268						Contact (614) 321-3268
	<input type="checkbox"/>	> upload	Wed 01/25/17 2:52 PM	Dave Madden rx refill.pdf						Tim Lytle
Spam	<input type="checkbox"/>	> fax	Wed 01/25/17 1:46 PM	6 fax pages from (614) 321-3268						Contact (614) 321-3268
	<input type="checkbox"/>	> upload	Fri 01/20/17 1:34 PM	Pre-Auth form.pdf						Amanda Swift
Trash	<input type="checkbox"/>	> upload	Thu 01/19/17 10:04 AM	<b>Sean Connery RX Refill.pdf</b>						<b>Amanda Swift</b>
	<input type="checkbox"/>	> upload	Wed 01/18/17 4:43 PM	Sean Connery RX Refill.pdf						Amanda Swift
System	<input type="checkbox"/>	> upload	Wed 01/18/17 4:41 PM	Lab Report.png						Katie Lachey
	<input type="checkbox"/>	> fax	Tue 01/17/17 4:05 PM	2 fax pages from (614) 321-3268						Contact (614) 321-3268
	<input type="checkbox"/>	> fax	Tue 01/17/17 12:44 PM	3 fax pages from (614) 321-3268						Contact (614) 321-3268
	<input type="checkbox"/>	> fax	Wed 01/11/17 11:17 AM	2 fax pages from (614) 321-3268						Contact (614) 321-3268
	<input type="checkbox"/>	> message	Fri 12/16/16 4:43 PM	re:your lab results						PIPPY LONGSTOCKING (2000-09-06, 10

# Solution: Integrated Fax

## Paper

Multiple expenses  
(fax lines, toner,  
paper,  
maintenance)

Access limited to  
office only

Scanning

Duplicative work

## Other faxing solutions

Print required to  
edit or sign

Difficult to break  
apart faxes by page

Hardware

Longer term  
contracts

Upfront costs

HIPAA compliant?

## Updox

No hardware

Web-based

Monthly Service

Complimentary  
Training

Free 15 day trial

Quick to set up

HIPAA compliant

Organization: A place for everything,  
and everything in it's place!





# Easily manage documents

The screenshot displays an email client interface with a list of messages. The selected message is a fax from (614) 707-4411. The interface includes a left sidebar with navigation icons for Inbox, Sent, Archive, Spam, Trash, and System. The main content area shows the message details and a preview of three document pages. Two orange arrows point to the document thumbnails, highlighting the document management capabilities. The interface also includes a top navigation bar with options like MENU, COMPOSE, ADDRESS BOOK, and REFRESH, and a search bar.

**Message List:**

- fax Tue 01/31/17 10:25 AM 3 fax pages from (614) 707-4411 Fax 6147074411
- fax Tue 01/31/17 10:25 AM 3 fax pages from (614) 707-4411 Fax 6147074411
- fax Tue 01/31/17 10:25 AM 9 fax pages from (614) 707-4411 Fax 6147074411
- upload Tue 01/31/17 10:21 AM John Doe Insurance TJ Gerlach
- message Thu 01/26/17 11:35 AM Appointment Cancel Notification Rose Family Practice
- fax Tue 01/24/17 11:12 AM 2 fax pages from (614) 707-4411 Fax 6147074411
- fax Tue 01/24/17 11:12 AM 4 fax pages from (614) 707-4411 Fax 6147074411

**Appointment Cancel Notification Details:**

to: Rose Family Practice  
from: Rose Family Practice  
01/26/2017 11:35 AM

**Appointment Cancel Notification**

Patient: James Tiberius Kirk (1970-01-01, ZZZZZ00002)  
Patient ID: ZZZZZ00002  
Appointment Date: 1/30/17 5:30 PM  
Provider: Laurie, Hugh

This appointment was cancelled by the patient on 2017-01-26 11:35:53

# Edit and Sign Documents electronically

Type notes or numerical values →

Freehand draw →

Erase or Redact →

Highlight →

One-Click Signatures →

Time and Date Stamp →

Checkbox to fill out forms →



**REQUEST FOR REFILL AUTHORIZATION**  
 AUTO-FAX ELECTRONICALLY TRANSMITTED:04-11-2010 09:35

**Prescriber:**  
 Name: MICHAEL MAY      From: **CVS/Pharmacy**  
 Store #: 1203  
 Address: 430 S JULEP RD      Address: 1200 MAIN ST  
 ORLANDO, FL 93243      ORLANDO, FL 48723  
 Phone: 492-840-3430      Phone: 440-213-4012  
 Fax: 492-324-0094      Fax: **440-213-0991**

**For Patient:**  
 Name: DISNEY, WALT  
 DOB: 12-05-1901  
 Address: 800 HIDEAWAY LN  
 ORLANDO, FL 76685  
 Phone: 540-132-4900

**For Original Prescription:**  
 CVS Rx#: 49023941      Date Last Filled: 01-15-2010  
 Medication: CLONAZEPAM 1 MG TABLET  
 Qty Prescribed: 120 EA  
 Prescribed Refills: 0  
 Date Written: 01-14-2010  
 SIG: TAKE 1 TABLET BY MOUTH AT BEDTIME

Pharmacy Comments: PLEASE REFILL

**Prescriber Action Required**

- Generic Equivalent Authorized this time plus 2 additional refills
- Authorized this time plus \_\_\_\_\_ additional refills
- Not Authorized

Comments:

please call patient when ready

Signature Katie Lachey


Date 1/12/2016, 8:33:06 AM


# File directly to chart (Intergy)

## Compose

**Clearwave Test**  
Send to EHR 1/1/1980 MALE

**Patient Imaging**

Category  


Modality Type  

Date of item  defaults to today if not entered


Series Description

Study Description






Search for additional contacts or users...

**Clearwave Test** 

DOB: 1/1/1980 Sex: Male

 Send to EHR

Attachments drag pages to change order

# NEW: Assign Tasks!

Lab Report.png

**John Smith**  
Send to EHR

15 YRS (2/23/2002) MALE

Search for additional contacts or users...

**John Smith**  
Age (DOB): 15 yrs (2/23/2002) Sex: Male

EMAIL DISK PORTAL EMR

**Send to EHR**

**Destination**  
 Import to Chart  Assign Task



Assign to:  
Walter Bailey

Please review asap

B I S U TEMPLATES Message

DISCARD SEND

Attachments drag pages to change order

# File directly to chart (Prime Suite)

## Compose



**Mary Babbington**

Send to EHR

60 YRS (1955-10-29)

FEMALE

order|

Destination  Patient's Chart  Document Import

Order

Search...

All Statuses

<input checked="" type="checkbox"/>	05/13/2015	Bones, George MD	MRI knee	Returned
<input type="checkbox"/>	05/13/2015	Bones, George MD	Physical Therapy Consultation	Ordered

Category

Allergy Education

Date of item

mm/dd/yyyy

defaults to today if not entered

Assign to:

Kennedy Arthur

Notes

Search for additional contacts or users...

**Mary Babbington**

Age (DOB): 60 yrs (1955-10-29) Sex: Female

EMAIL

PORTAL

EMR

Send to EHR

Search for additional contacts or users...

**Mary Babbington**

Age (DOB): 60 yrs (1955-10-29) Sex: Female

EMAIL


PORTAL

EMR

Send to EHR

# Outbound faxing

## Compose


 **Updox Demonstration**  
Send fax to 8777575348

Pippy Longstocking Lab Request

Send Coversheet  
 Send as practice

Send paper fax and allow online access  
 Just online  
 Just paper

Fax Coversheet  
Default

**B** ***I*** ~~**S**~~ **U** **TEMPLATES**  **Message**

{Date}

Good Day,

We would like to order the standard array of blood labs for {Patient}. This patient was seen by a provider at our practice on {date}.

DISCARD SEND

Attachments drag pages to change order



# Outbound faxing

## Address Book

mary bab + NEW

Patients	Mary Babbington	60 yrs (1955-10-29)
Contacts	No results	
Users	No results	

Show inactive

FIND IN DIRECTORY FIND IN EHR

Mary Babbington Patient Portal Messages **Document Queue** COMPOSE SAVE



### Document Queue

Document list for Mary Babbington

<input type="checkbox"/>	Document Title	Document Type	Created Date
<input checked="" type="checkbox"/>	Imported - Correspondence	Correspondence	Feb 22, 2016
<input checked="" type="checkbox"/>	Imported - Drivers License	Driver's License	Feb 22, 2016
<input checked="" type="checkbox"/>	Imported - Insurance Card	Insurance Card	Feb 22, 2016
<input checked="" type="checkbox"/>	Imported - Radiology	Radiology	Feb 22, 2016
<input type="checkbox"/>	Imported - Release of Information	Release of Information	Feb 22, 2016
<input type="checkbox"/>	Imported - Correspondence	Correspondence	Feb 16, 2016
<input type="checkbox"/>	Memo	Message	Mar 5, 2016

CLEAR

**CONTINUE**

# Proactive fax failed and audit trail


☰ MENU    >    ✉ COMPOSE    📖 ADDRESS BOOK    ↻ REFRESH    TYPES    TAGS    SPACES    SORT    Search...

☐    fax    Mon 12/28/15 11:14 AM    Fax failed: FAX 5025406599    Updox Family Medicine

**to:** Updox Family Medicine  
**from:** Updox Family Medicine

SEND ITEM  
COMMENT  
ARCHIVE  
MARK AS SPAM  
OPTIONS    ACTIONS

Updox Family Medicine  
The fax to Updox at (502)540-6599 on Sun Nov 30 00:00:00 EST 2 was unsuccessful: Failed Conversion - Code 3




☐    fax    Thu 01/21/16 4:19 PM    Untitled

**to:** Josh Graves  
**from:** Aquarius Practice

SEND ITEM  
COMMENT  
ARCHIVE  
OPTIONS    ACTIONS

Aquarius Practice  
The fax to Josh Graves at (614)321-3268 was successfully delivered at Thu Jan 21 16:24:34 EST 2016

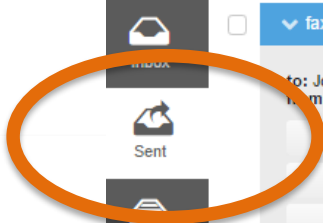
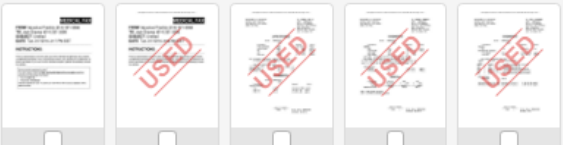


☐    fax    Tue 01/12/16 2:17 PM    Untitled

**to:** Josh Graves  
**from:** Aquarius Practice

SEND ITEM  
COMMENT  
ARCHIVE  
OPTIONS    ACTIONS

Aquarius Practice  
The fax to Josh Graves at (614)321-3268 was successfully delivered at Tue Jan 12 14:18:41 EST 2016





# Can you resend that?



*Where Healthcare Connects*



# Leverage Efax to Reduce Costs and Boost Productivity

For every 5000 pages, practices spend:

## \$150

- \$72 in toner from the average Brother fax
- \$50 for a case of paper
- \$20-\$40 for a fax line

## 55 Hours

- If it takes 2 minutes per fax
  - Assuming just 2 minutes per paper fax, considerations include:
    - Walking to and from fax machine
    - Manual faxing
    - Printing and filing transmission reports
    - Scanning into chart
    - Locating or duplicating work to find fax or refax at later date

# Appointment Reminders

Updox Reminders helps practices:

- Get patients to their appointments!
- Reduce the cost of an empty appointment slot
- Reduce and even eliminate the no show rate
- Free up staff time spent manually reminding patients
- Fill cancelled appointment slots
- Engage patients in their care

# Up to 3 reminders for each appointment

- Set up in just minutes!
  - Practices select the method for each reminder
    - Phone, text or email
  - Practices select the time frame for each reminder
- Syncs in real-time with the EMR and EMR schedule

# Reminders - Options

## Reminder Settings

Manage your reminder settings

Rules Scripts

Updox can send up to 3 reminders for each appointment.

Email and Phone reminders must use scripts to format the message sent to the patient. Create custom scripts on the *Scripts* tab.

Practice Timezone Eastern

1st Reminder  
Email  
24 hours

2nd Reminder  
Telephone-cell  
4 hours

3rd Reminder  
Text message  
2 hours

Send reminders after confirmation is received

Which script entry would you like to add?



Would you like to create a human voice script?

ADD HUMAN VOICE SCRIPT

OR



Would you like to create a computer voice script?

ADD COMPUTER VOICE SCRIPT



Would you like to create a new email script?

ADD EMAIL SCRIPT

OR



Would you like to create a text script?

ADD TEXT SCRIPT

# Easy to Set Up

## Reminder Text Script

Template Name: Follow Up Appointment  Default

Message

Hello [firstname],

Your appointment with [with] on [date] at [time] is now scheduled.

Smith Family Practice

Use variables to personalize the message. [firstname], [date] and [time] are always required.

- [firstname]  
The patient's first name
- [date]  
The date of the appointment
- [time]  
The time of the appointment
- [with]  
The calendar the appointment appears on
- [practicename]  
The practice name
- [practicephone]  
The practice phone number

Scheduling Admin - Google Chrome  
Secure | https://updoxqa.com/newapp/interim/html/adm\_schedule.html

Rules | **Appt. Types** | Calendars | Locations

Flu Clinic  
Follow Up Appointment  
+ New Appt. Type

Name: Follow Up Appointment  
This appointment has an external id, which is **ZZZZZ00002**. This most likely means it was copied over from an EMR or PM system. You may change how this appointment type is displayed in Updox (above) without changing how it is mapped to or displayed in the external system.

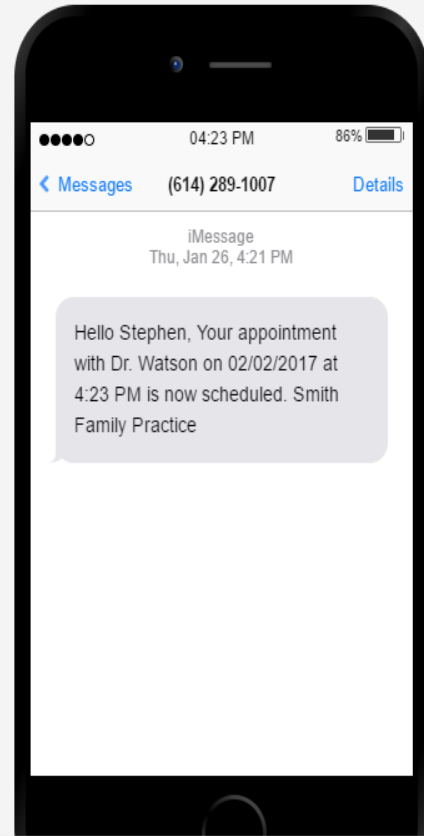
Default Duration: 15 [hr.]min

Patients can View/Select  
Patients can only View/Select if the "Patients can schedule" option is selected on the Rules tab.

Don't send reminders for this type of appointments

Delete this appointment type (1 future appointments)

Email Script: None  
Home Phone Voice Script: None  
Cell Phone Voice Script: None



# Reminders in the Universal Inbox

☰ MENU    ☐    >    ✉ COMPOSE    📖 ADDRESS BOOK    ↻ REFRESH    TYPES ▾    TAGS ▾    SPACES ▾    SORT    Search... 🔍

**Inbox**    ☐    **fax**    Tue 01/31/17 10:25 AM    3 fax pages from (614) 707-4411    Fax 6147074411

to: Rose Family Practice  
from: Fax 6147074411 ✉

SEND ITEM  
COMMENT  
ARCHIVE  
MARK AS SPAM  
OPTIONS    ACTIONS

**Sent**

**Archive**

**Spam**

**Trash**

**System**

☐    > fax    Tue 01/31/17 10:25 AM    3 fax pages from (614) 707-4411    Fax 6147074411

☐    > fax    Tue 01/31/17 10:25 AM    9 fax pages from (614) 707-4411    Fax 6147074411

☐    > upload    Tue 01/31/17 10:21 AM    John Doe Insurance    TJ Gerlach

☐    > message    Thu 01/26/17 11:35 AM    Appointment Cancel Notification    Rose Family Practice

to: Rose Family Practice  
from: Rose Family Practice

SEND ITEM  
REPLY  
COMMENT  
ARCHIVE  
OPTIONS    ACTIONS

Rose Family Practice

### Appointment Cancel Notification

Patient: James Tiberius Kirk (1970-01-01, ZZZZZ00002)  
Patient ID: ZZZZZ00002  
Appointment Date: 1/30/17 5:30 PM  
Provider: Laurie, Hugh

This appointment was cancelled by the patient on 2017-01-26 11:35:53

☐    > fax    Tue 01/24/17 11:12 AM    2 fax pages from (614) 707-4411    Fax 6147074411

☐    > fax    Tue 01/24/17 11:12 AM    4 fax pages from (614) 707-4411    Fax 6147074411

# Reminders - Dashboard

MENU Reminder Dashboard

All Calendars ▾ Date Range ▾ From 11/01/2016 To 02/10/2017 SEARCH Appointments/Reminders ▾

**Appointments** PRINT REFRESH

Date Time	Type	Provider	Patient	Response	Manual Action
01/25/2017 2:30 PM		Laurie, Hugh	Larry Bird		CONFIRM CANCEL
01/24/2017 2:30 PM Successfully Delivered	Email			Sent 01/24/2017 2:30 PM	
01/25/2017 10:30 AM Successfully Delivered	Telephone - Mobile			Left Msg 01/25/2017 10:32 AM	
01/24/2017 2:30 PM Successfully Delivered	Email			Sent 01/24/2017 2:30 PM	
01/30/2017 4:30 PM		Laurie, Hugh	James Kirk		CONFIRM CANCEL
01/26/2017 11:18 AM Successfully Delivered	Telephone - Mobile			Left Msg 01/26/2017 11:19 AM	
01/26/2017 11:18 AM Successfully Delivered	Telephone - Mobile			Answered 01/26/2017 11:19 AM	
01/26/2017 11:20 AM Successfully Delivered	Telephone - Mobile			Confirmed 01/26/2017 11:21 AM	
01/30/2017 5:30 PM		Laurie, Hugh	James Kirk		CONFIRM CANCEL
01/31/2017 12:30 PM		Downey, Robert	James Kirk		CONFIRM CANCEL

EHR Connector Status Updox for Solution Series TJ Gerlach (Rose Family Practice)



# Reminders - Reporting

MENU
Reminder Reporting

Type:

From:

To:

First Name:

Last Name:

Contact Info:

Provider:

[RUN REPORT](#)

**Current Report Summary**

**Total Reminders** 9

**Delivered Messages** 9

Answered 1

Cancelled 2

Confirmed 2

Left Message 2

Sent 2

**Undelivered / Failed** 0

**Pending** 0

**Current Report Details - 9 results found**

Patient Name	Contact Info	Provider	Method	Appt Date	Reminder Date	Status
Kirk, James	flj@updox.com	Downey, Robert	EMAIL	2017-01-31 12:30PM	2017-01-23 6:05PM	confirmed
Kirk, James	(419) 320-2618	Downey, Robert	CELL	2017-01-31 12:30PM	2017-01-23 6:11PM	cancelled
Bird, Larry	nate+larrybird@updox.com	Laurie, Hugh	EMAIL	2017-01-25 2:30PM	2017-01-24 2:30PM	sent
Bird, Larry	nate+larrybird@updox.com	Laurie, Hugh	EMAIL	2017-01-25 2:30PM	2017-01-24 2:30PM	sent
Bird, Larry	(614) 832-9677	Laurie, Hugh	CELL	2017-01-25 2:30PM	2017-01-25 10:32AM	left msg
Kirk, James	(412) 327-7791	Laurie, Hugh	CELL	2017-01-30 4:30PM	2017-01-26 11:19AM	left msg
Kirk, James	(412) 327-7791	Laurie, Hugh	CELL	2017-01-30 4:30PM	2017-01-26 11:19AM	answered
Kirk, James	(412) 327-7791	Laurie, Hugh	CELL	2017-01-30 4:30PM	2017-01-26 11:21AM	confirmed
Kirk, James	(412) 327-7791	Laurie, Hugh	CELL	2017-01-30 5:30PM	2017-01-26 11:35AM	cancelled

[EXPORT EXCEL FILE](#)

# Leverage Appointment Reminders to Boost Revenue

- For every 100 appointments, 7 will no show. Take into consideration a \$20 co-pay, and an average reimbursement of \$90. Your practice is losing as much as \$800 per week, or \$41,000 annually!
- Updox is able to cut the instance of no-shows by 30% which saves the practice \$12,500 per provider on an annual basis.
- Staff will no longer be required to spend hours in the day devoted to reminders calls, which frees up valuable time to prioritize patient care and improve productivity.

# On-Demand Messaging before Updox

Hey, call these 30  
people! (please)



*Where Healthcare Connects*



# On-Demand Phone, Text or Email Messaging in 3 quick steps!

With Updox Blast messaging, practices can:

- Deliver messages in a fast, convenient, user-friendly manner
- Target your messages to specific groups of patients or contacts at once
- Communicate via phone, e-mail, text message, or patient portal
- Save time and money over individual calling, e-mailing, or texting

# How does it help with patients?





- Boost Revenue
  - Getting no-shows or cancelled appointments back on the schedule
  - You have flu clinics or immunization clinics coming up
  - Some of your patients are due for annual screenings or sports physicals
- Build Relationships
  - You wish to send a birthday greeting out to all patients with May birthdays
  - You wish to reach out to all patients who have had appointments in the previous week to thank them for their business
- Reduce Administrative Burden
  - The practice office is closed, and patients need to be informed of the closure
- Stay Compliant:
  - You'd like to direct anyone who's had a cholesterol screening in the past month to a URL that provides relevant educational information

# How does it help with contacts?

- Boost Revenue AND Nurture Relationships
  - Stay in front of existing referral sources with regular reminder/thank you emails
  - Message potential new referral sources letting them know about a new location or service offering

# Step 1: Select your method

What method would you like to use to deliver your messages? ✕

 EMAIL BLAST	 PORTAL BLAST
 TELEPHONE BLAST	 TEXT BLAST

# Step 2: Send your message!

## Send a message to your patients via Text Message



Messages sent using this blast feature will be sent ONLY to patients who already have cell phone numbers listed in the Address Book. Please restrict your messages to 140 characters.

**BE ADVISED:** Copying and pasting text from Microsoft Word (or any other word processor) will often yield undesirable results. This is due to special character formatting that is only readable in the word processor. It is best to type your message from within this message window.

Respect patients' communication method

Yes

Send To

Females 18-64

Filter by Appointment

Message Template

Message Template

Message 0/140 characters

[firstname]

The office will be closed today. We hope to reopen in the morning. Thank you, [practicename].

Use variables to personalize the message.

- [firstname] — The patient's first name
- [practicename] — The practice name
- [practicephone] — The practice phone number

BACK

CANCEL

SEND



# Phone Templates

### Create a blast phone template ✕

**Template Name**   **Active**


**Message**


Hello [firstname]. This is [practicename] calling to let you know that we will be closed today due to snow accumulation on the forest road. Sorry, bunnies. Thank you.

Use variables to personalize the message.

- **[fullname]**  
The patient's first and last name
- **[firstname]**  
The patient's first name
- **[lastname]**  
The patient's last name
- **[practicename]**  
The practice name
- **[practicephone]**  
The practice phone number

Input phone number below to receive preview



# Text templates

### Create a blast text template

Template Name: Office Closed Text  Active

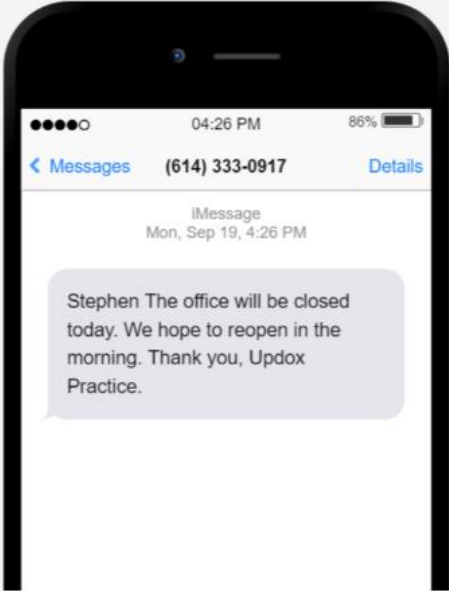
Message 108/140 characters

[firstname]

The office will be closed today. We hope to reopen in the morning. Thank you, [practicename].

Use variables to personalize the message.

- [firstname]  
The patient's first name
- [practicename]  
The practice name
- [practicephone]  
The practice phone number



# Blast – Custom List

## Edit Custom Blast List ?

Update this custom blast list

### Edit

Title

Men 40-55

SAVE

CANCEL

### List is active

DEACTIVATE

Age From

Years

Months

40

Age To

Years

Months

55

Sex

Male  Female  Other

### Add Additional Individual Names Here

Search for a patient here...

### Filter

First Name

Last Name

Email

Phone number

SEARCH

CLEAR SEARCH

Removed Only  Added Only  All

	First Name	Last Name	Email	Home Phone	Cell Phone
REMOVE	Larry	Bird	nate+larrybird@updox.com	(614) 832-9677	(614) 832-9677
REMOVE	John	Doe	nrose+johndoe@updox.com	(614) 832-9677	(614) 832-9677
REMOVE	James	Kirk	blockridge@updox.com	(412) 327-7791	(412) 327-7791

# Blast - Reporting

Type:  From:  To: 
 First Name:  Last Name:  Contact Info: 
RUN REPORT

Current Report Summary		Current Report Details - 805 results found				
		Name	Phone Number/Email	Method	Sent	Status
<b>Total Messages</b>	<b>812</b>					
<b>Delivered Messages</b>	<b>805</b>	N/A	cbradham@updox.com	EMAIL	2016-09-08 8:36AM	delivered
Answered	79	, Curtis	(614) 390-3357	SMS	2016-09-01 9:55AM	delivered
Delivered	636	, Corey	(614) 738-3888	SMS	2016-09-01 9:55AM	delivered
Left Message	90	, Phil	(614) 519-5691	SMS	2016-09-01 9:55AM	delivered
<b>Undelivered / Failed</b>	<b>0</b>	, Mike	(614) 595-7283	SMS	2016-09-01 9:55AM	delivered
<b>Pending</b>	<b>7</b>	, Ryan	(740) 815-4197	SMS	2016-09-01 9:55AM	delivered
<b>Queued</b>	<b>7</b>	, Jeff	(251) 209-2126	SMS	2016-09-01 9:55AM	delivered
		, Karl	(614) 314-1755	SMS	2016-09-01 9:55AM	delivered
		, Gavin	(505) 259-1536	SMS	2016-09-01 9:55AM	delivered
		, Josh	(714) 856-8044	SMS	2016-09-01 9:55AM	delivered
		, Erik	(937) 765-7268	SMS	2016-09-01 9:55AM	delivered
		, Eric	(614) 547-9125	SMS	2016-09-01 9:55AM	delivered
		, Eric	(614) 806-6707	SMS	2016-09-01 9:55AM	delivered
		, Frank	(419) 320-2618	SMS	2016-09-01 9:55AM	delivered
		, Tim	(614) 507-5938	SMS	2016-09-01 9:55AM	delivered
		, Pat	(614) 515-4938	SMS	2016-09-01 9:55AM	delivered
		, Jaron	(216) 527-4096	SMS	2016-09-01 9:55AM	delivered

# Leverage Blast to Boost Revenue

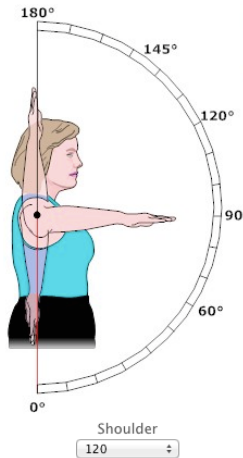
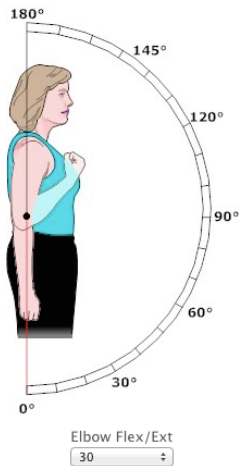
- If every Monday morning you grab all patients who missed their appointments last week that have not rescheduled and BLAST them to reschedule.
- If even one patient reschedules and shows up – you'll see a \$20 co-pay AND a \$90 reimbursement for most appointments.
- One copay on one patient pays for Blast for an entire month (three times over!).

# Solution: Integrated Surveys

Please rate your ability to do the following activities in the last week:

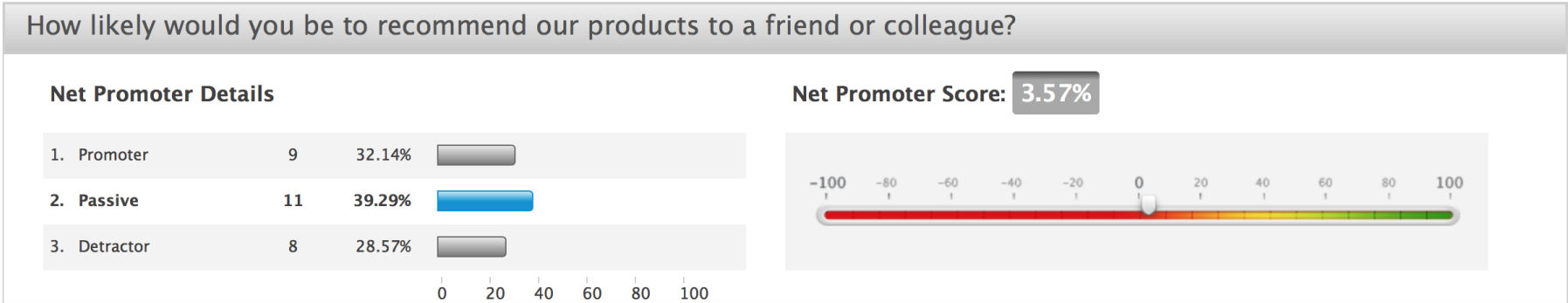
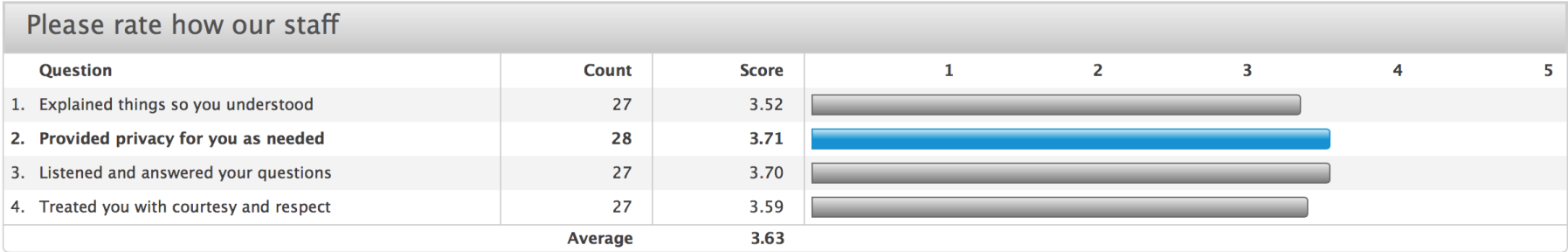
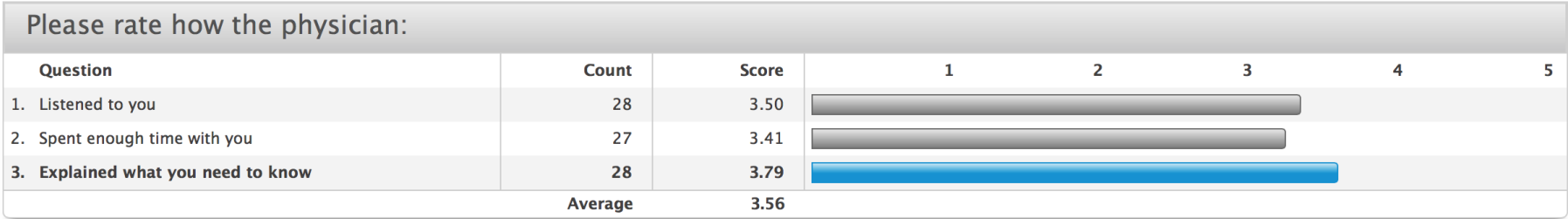
	No Difficulty	Mild Difficulty	Moderate Difficulty	Severe Difficulty
Put on a pullover sweater	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Using a knife to cut food	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Turn a key	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Recreational activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please describe your range of motion:

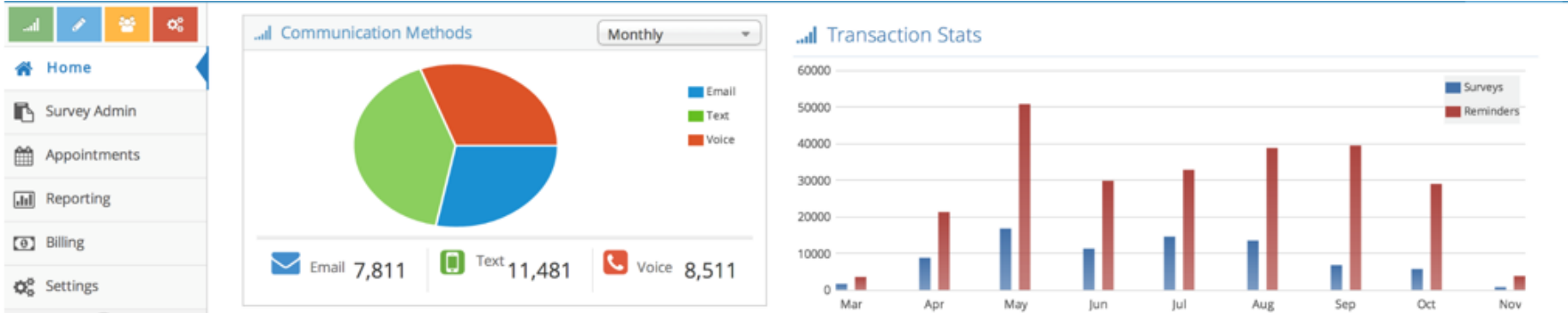


- When patients leave are they happy with their service?
- Did your patients respond to their last treatment?
- What new services would your patients like to see you offer?
- Would your patients refer a friend to you?

# Effortless compilation of meaningful data



# On Demand Reports



## Survey Report: Across Medical Patient Satisfaction

VIEWED	STARTED	COMPLETED	COMPLETION RATE	DROP OUTS	TIME TO COMPLETE
86	58	31	53%	27	45 secs
29% DESKTOP LAPTOP	18%  Windows 8	82%  Mac	0%  Windows (other)	0%  Other	
71% SMARTPHONES	33%  Android	67%  iPhone	0%  Windows 8	0%  Other	
0% TABLETS	0%  iPad	0%  Android	0%  Windows 8	0%  Other	



# Survey and Question Libraries

Survey Builder

- Reports
- User Accounts
- Feedback
- Demo

Search All:

Name

- Advanced Hearing Aid Center
- CAHPS Adult- 12 Month Survey with Patient Ce
- CAHPS Child-12 Month Survey with Patient Ce
- CAHPS Clinician & Group Supplemental Questio
- CAHPS Clinician & Group Supplemental Questio
- CAHPS Clinician & Group Surveys- Adult 12 Mo
- CAHPS Clinician & Group Surveys- Adult Visit
- CAHPS Clinician & Group Surveys- Child 12 Mo
- CAHPS Clinician & Group-Child Visit Survey
- La satisfacción del paciente

Items Per Page:

Search Column:

## Template Library

Search... Search by ▾

Name	Description	Tags	Preview
Advanced Hearing Aid Center	Advanced Hearing Aid Center	Hearing Aid Ear	<a href="#">Add</a> <a href="#">Preview</a>
CAHPS Adult- 12 Month Survey with Patient Centered Medical Home Items	CAHPS Adult- 12 Month Survey with Patient Centered Medical Home Items	CAHPS Adult	<a href="#">Add</a> <a href="#">Preview</a>
CAHPS Child-12 Month Survey with Patient Centered Medical Home Items	CAHPS Child-12 Month Survey with Patient Centered Medical Home Items	CAHPS Child	<a href="#">Add</a> <a href="#">Preview</a>
CAHPS Clinician & Group Supplemental Questions- Adults	Supplemental Items for the Adult Surveys	CAHPS Adult	<a href="#">Add</a> <a href="#">Preview</a>
CAHPS Clinician & Group Supplemental Questions-Child	Supplemental Items for Child Surveys	CAHPS Child	<a href="#">Add</a> <a href="#">Preview</a>
CAHPS Clinician & Group Surveys- Adult 12 Month	Adult 12 Month Survey	CAHPS Adult	<a href="#">Add</a> <a href="#">Preview</a>
CAHPS Clinician & Group Surveys- Adult Visit	CAHPS Clinician & Group Surveys- Adult Visit	CAHPS Adult	<a href="#">Add</a> <a href="#">Preview</a>
CAHPS Clinician & Group Surveys- Child 12 Month	Child 12 Month Survey	CAHPS Child	<a href="#">Add</a> <a href="#">Preview</a>
CAHPS Clinician & Group-Child Visit Survey	CAHPS Clinician & Group-Child Visit Survey	CAHPS Child	<a href="#">Add</a> <a href="#">Preview</a>
Endoscopy	Patient Satisfaction testing	Endoscopy	<a href="#">Add</a> <a href="#">Preview</a>
La satisfacción del paciente	La satisfacción del paciente	Patient Satisfaction	<a href="#">Add</a> <a href="#">Preview</a>
Medical Group	Medical Group- Services Received	Medical Group Services Received	<a href="#">Add</a> <a href="#">Preview</a>

# Build your own questions

## Add New Question

- Standard Question Types
  - Multiple Choice**
  - Open-Ended Text
  - Matrix Table
  - Ordering
  - Rating
  - Push To Social
  - Presentation / Heading
  - Other
- Advanced Question Types
  - Side-By-Side Matrix
  - Slider
  - Image / Multimedia
  - Logic
  - Data / Reference
  - Upload
  - Net Promoter Score
  - Custom Scripting
- Question Library
  - KnowledgeBank

Select One      Select Many      Drop Down Menu

**Example**

**How often do you conduct surveys?**

- Monthly
- Quarterly
- Annually

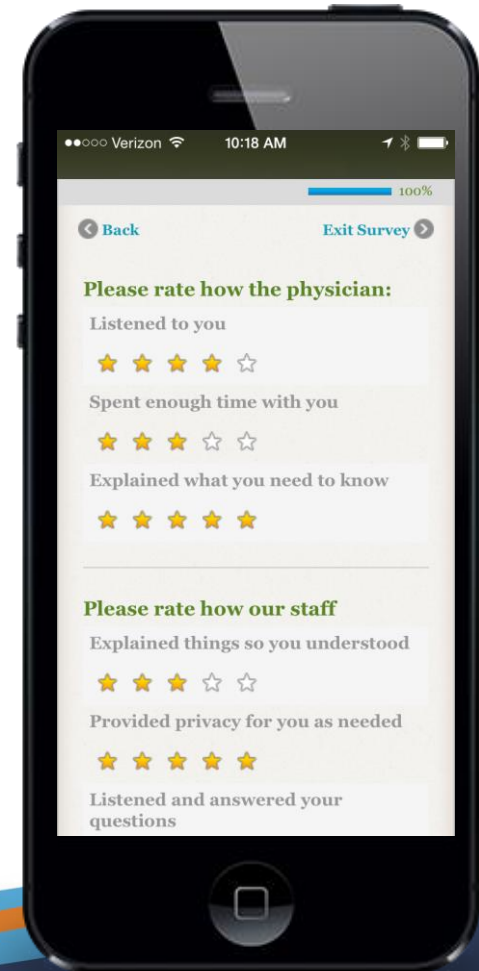
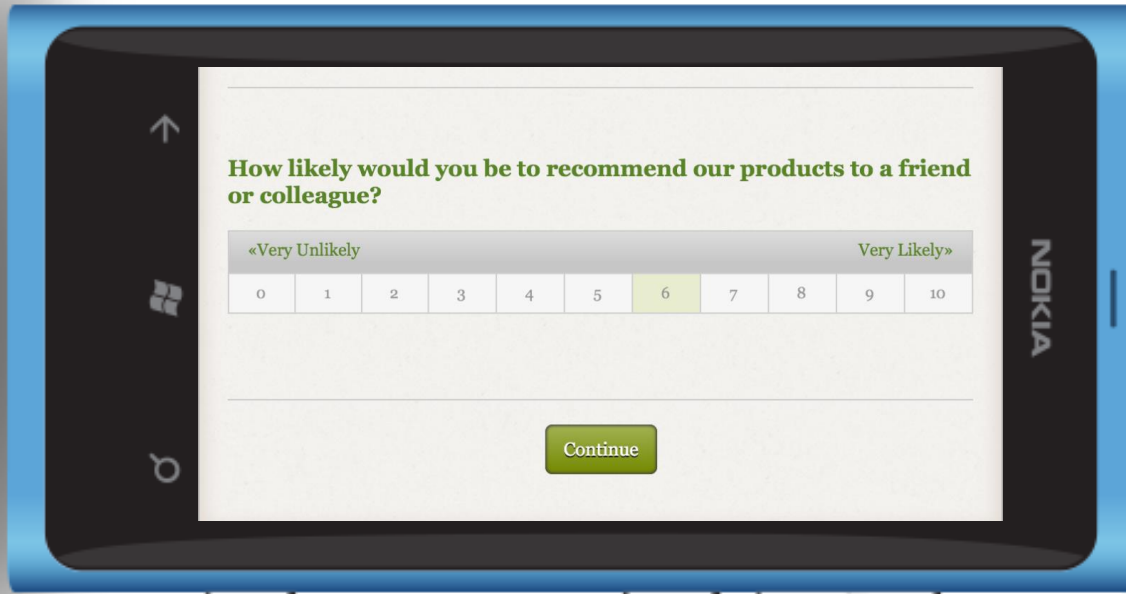
**Question Text** **B** *I* U

How often do you conduct surveys?

**Answers (one per line)** **B** *I* U ▼

Weekly  
Monthly  
Quarterly  
Annually

# Patient Requirements



# How are we doing?

- “Embracing technology is one of the best business decisions I’ve made in my 21 years of being a doctor. We’ve seen tremendous reductions in redundancy and inefficiency and have saved in paper, toner and postage,” says James Legan, MD. “Most importantly, thanks to technology, one nurse can do the work of at least 2.5 employees 10 to 15 years ago.”

**Dr. James Legan**

- “In terms of cost and resources, the effort it takes our practice to care for 10 patients who actively use our portal is equal to what is required to care for one non-portal patient,” says Jewett.

**Kari Jewett, Family Medicine of Jonesborough**

# Join the 3,000 Greenway providers already Updox'ing!

Avance  
 CNMRI  
 Evolution Health  
 OB/GYN of Atlanta  
 Stayton Family Practice  
 FRANCOIS J DU TOIT, MD  
 Platte Valley Physician Group  
 San Benito Medical Assoc.  
 Wm. Michael Cochran MD PLLC  
 BlueCross BlueShield  
 Dr. Donald Clinton Morris Jr.  
 Sari Nabulsi, MD, LTD, LLP Pedi Med  
 Center  
 Jose Perez, M.D.  
 Milestone Medical Group,  
 Presbyterian Medical Group  
 White River Health System  
 WRHS Behavioral Health  
 Neurosurgeons of Surgeons of Cape Cod  
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 Disorders  
 McComb Children's Clinic  
 Houston Pain and Spine  
 Preferred Women's Health  
 Conway Women's Health  
 Surgical Associates South AL  
 Dr. Donald Clinton Morris Jr.  
 Southern E.N.T. Associates,  
 Valley OBGYN Associates  
 Tier 1 Neurosurgery  
 Meadowcrest Family Phys  
 Southside OB GYN  
 Midwest Center for WH  
 Greater Austin Orthopaedics  
 Newman Dermatology  
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 Seven Hills Women's Health  
 Parkhill Clinic for Women  
 Southern OB/GYN  
 OBGYN Health Care Assoc. Riddle  
 Paoli OBGYN  
 Scott Bailey Division  
 Total Women Health & Wellness  
 Neurosurgical Specialists of W. Co. Valley  
 Forge OBGYN  
 Women for Women  
 Women's Healthcare Specialists  
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 Urology Specialists  
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 South Carolina OBGYN Associates  
 Dermatology Specialists of Spokane  
 Ringgold County Hospital  
 Ridgeview Medical Center  
 Western OBGYN  
 MGC-Women's Clinic  
 Wiregrass Surgical Associates  
 Vein Clinics Northwest  
 St. Bernards Healthcare  
 North Texas Orthopedics  
 Valley Obstetrics & Gynecology  
 Colorado Gastroenterology  
 Louisiana Women's Healthcare  
 Chase City Primary Care Center

Edgarden Family Clinic PC  
 South Palm Cardiovascular  
 associates  
 ma Lung and Sleep, PC  
 aska Family Care  
 ILLIAM CHILDS  
 est Gynecology & Med Spa  
 rrington-Winsted Pediatric  
 associates, PC  
 sociated Pediatrics Fox Valley  
 astal Women's Healthcare  
 iladelphia FIGHT  
 isse Surgical Associates  
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 VT Associates, Inc.  
 scott Cardiovascular  
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 OMAS KAY  
 OBERT MYERS  
 lefris & Toppin Women's  
 alker Heart Institute  
 ardiovascular Clinic  
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 sociates, NJ  
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 TCHS  
 Southwest Midwives, Inc.  
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 Sheffield and Dempsey  
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 Prowers Medical Group  
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 Georgia  
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Acadian ENT  
 Overlake Obstetricians & Gynecology  
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 Western Surgical Care  
 Rockingham Family Physicians  
 Labette Family Health  
 WENG PENG  
 Premise Health  
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 Washington Orthopedics Center  
 Piedmont Endocrinology  
 Pima Pain Center  
 North Suffolk Endocrinology  
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 Valdosta Medical Clinic  
 Southern Tier Pediatrics  
 Premier Medical  
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 Garrison Medical  
 General Prac  
 MGC--Woman's Clinic  
 Westbury Pediatrics  
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