PHILIPS

Patient navigation

Recovering with digital engagement

Screening, scheduling, and pre-visit navigation to facilitate the transition back to delivering care

Care teams are diligently working to re-open their doors to patients whose visits were cancelled due to the COVID-19 crisis. An effective digital communication strategy is key to allowing healthcare organizations to return to pre-COVID-19 operating capacity, to guiding patients to the right resources, and to gathering patient reported information. Philips' automated text message-based return-to-operations solution is a comprehensive approach to digital patient management. Patient Navigation Manager screens patients to determine whether they are eligible to be rescheduled, facilitates efficient inbound scheduling, and navigates patients through new intake protocols, including a contactless check-in process that allows patients to register and wait for their appointments virtually.

Proactive engagement
Send text message and email outreach to alert patients of clinic reopenings.

Screening for COVID-19
Perform digital triaging to assess symptoms and exposure to COVID-19.
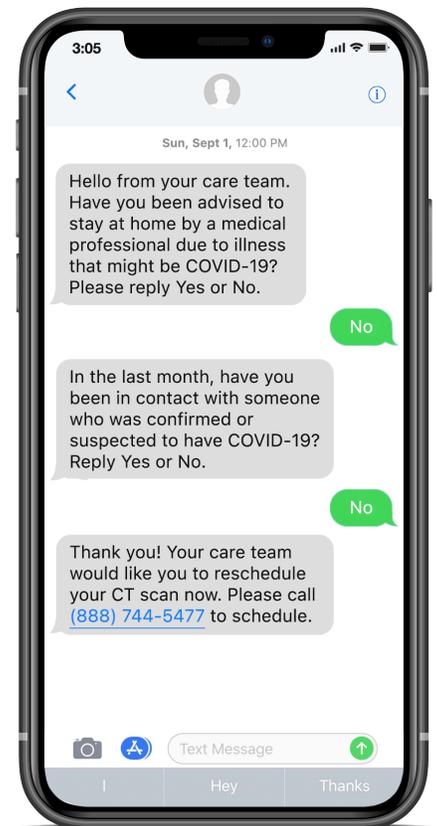
Scheduling
Help reschedule eligible patients by connecting them to the right resources.

Pre-visit navigation
Deliver up-to-date information on clinic protocols to reduce patient anxiety and promote adherence to clinic protocols.

Virtual waiting room
Guide patients through contactless check-in processes. Leverage status changes in the EHR to trigger text-message notifications instructing patients on how to safely access the facility. Patient Navigation Manager's virtual waiting room can replace the traditional waiting room and minimize contact between patients, families, and staff.

(**Proactive Engagement**) — (**Screening**) — (**Scheduling**) — (**Navigation**) — (**Virtual Waiting Room**)

Text "ReturnOps" to (866) 899-3473 for a demonstration of the return-to-operations solution.

Learn more at **philips.com/pem**.