Free Webinar:

Sustaining Telehealth and Virtual Communication Post COVID-19

Hello All,

We are changing our next webinar from it's previously scheduled date and topic. We know that a lot of you have quickly and diligently assembled a telehealth service line during this time of crisis. This webinar will focus on how to make telehealth and other virtual communication service lines sustainable post COVID.

Join our webinar to learn more about how your telehealth and remote communication can be a long term solution to maximizing your impact on the Quadruple Aim.

Topic: *Sustaining Telehealth and Virtual Communication Post COVID-19*
Date: *4/22/2020*
Time: *3:00pm ET*
Register Link: CLICK HERE

Summary:
Virtual Communication involves using a communication tool to allow proactive communication to go out to your patients with specific messages to positively impact staff and patient safety and outcomes!

For example, just a few use cases include:

1.Improve patient access to information!
Provide up to date, standardized messages to patients (*in any preferred language*) to help decrease anxiety, and to promote delivery of accurate information and decrease the risks related to potentially inaccurate information circulating in the public!

2.Decrease the burden and volume of incoming phone calls!
Allow for timely communication without tying up precious resources with call answering, routing, taking messages, and managing provider schedules.
- Allow patients to self-schedule on designated call back schedule(s)!
- Allow patients to indicate nature of their question or request to automate routing them to the appropriate designated resource.

3.Automate basic triage questions to promote timely response to patient needs!
- Allow patients to use simple real time self-selection to indicate symptoms they are experiencing or needs they may have.
- Allow for specific and expedient responsiveness to patients and families in need and ensure they are routed to the appropriate resource.

4.Decreased potentially dangerous Walk-Ins!
Give patients peace of mind that they will talk to a health care provider at a designated time to prevent unnecessary or high cost visits.

5.Inform patients, about new non face-to-face services available!

Communicate with patients to offer new care delivery mechanisms like **telehealth** or **virtual communication.**

6.Obtain necessary consent to offer new virtual services!
Allow real time interaction with patients via technology to obtain necessary acknowledgement of information and consent to initiate remote care delivery.

7.Routing patient calls and concerns to appropriate staff
- A greater return on outreach activities
- Automated follow up

Please reach out with any questions you may have prior to the webinar, or if we can offer any help to your team during these difficult times.

Wishing you and your communities health,
Jennifer, Shannon, & Brittany
CURIS Consulting

Keep an eye on our Social Media Platforms as we share how other Health Centers are working around these difficult times to help their patients.

For Example:
- Drive Through Visits for: Medication Refills, Common/Non-Life Threatening Illnesses
- Utilizing parking lots as waiting rooms
- Telehealth

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