

# Greenway® Patient Connect

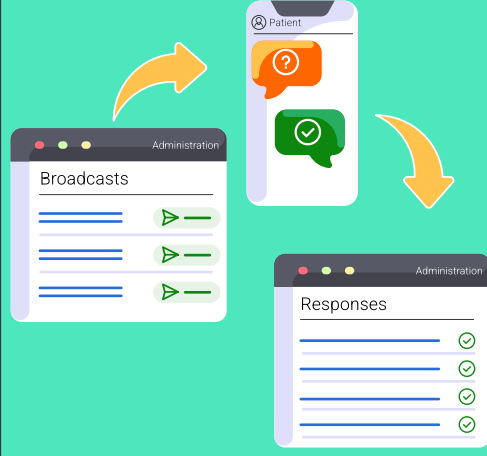
powered by Luma™



Struggling with poor communication and disconnected patient experiences? Greenway Patient Connect transforms healthcare delivery with easy scheduling, secure messaging, and simplified form completion—all in one platform. Automated workflows integrate seamlessly into your practice's day-to-day activities. **Patient Connect reduces the time your team spends on the phone, provides a better patient experience with self-directed tools, and frees you up to focus on what's important—your patients.**

## Features & Quick Tips

### GREENWAY PATIENT COMMUNICATIONS



Let patients easily manage their appointments, ask questions, receive answers, and stay informed about their healthcare journey. This enhanced access has helped practices optimize their schedules, resulting in revenue increases of **\$300,000 in less than a year.**

- **Automated Reminders:** Reduce no-shows with automated reminders and personalized messages
- **Omnichannel Communications:** Safely communicate with patients using HIPAA-compliant SMS, secure chat, voice, and email
- **Customized Notifications:** Keep patients informed about closures or new services with tailored communication preferences

### GREENWAY PATIENT SCHEDULING

Proactively implement rule-based EHR scheduling to maximize appointment utilization. A dermatology clinic with 14 providers had **1 in 3 waitlist patients** accept earlier spots, resulting in a 97% NPS improvement and an exceptionally low “no-show” rate of 0.52%.

- **Online Scheduling:** Rule-based scheduling integrated with your EHR, helps patients find suitable appointments efficiently and on their time
- **Smart Rescheduling:** Optimize your schedule with intelligent rescheduling and waitlisting features, ensuring your calendar remains full
- **Automated Waitlisting:** Keep your schedule filled by automatically offering open slots to patients on the waitlist without having to tie up staff making phone calls



### GREENWAY PATIENT REGISTRATION



Accelerate your patient registration process with mobile-first patient intake. Specialty clinics have achieved a **94% digital intake completion rate**, saving an average of 4 minutes per patient and over 280 hours per month.

- **Mobile-Friendly Intake:** Streamline appointment days with a mobile-friendly interface that includes customizable forms and insurance capture
- **Digital Check-In:** Patients can conveniently check in from their phones, with data securely managed within the app
- **PDF Writeback:** Automatically write back patient-submitted forms and documents into the EHR, reducing manual entry and ensuring more accurate records

### GREENWAY PATIENT SOCIAL FRONT DOOR

Enhance patient engagement and streamline scheduling processes. Dermatology practices with fewer than 10 providers achieved an impressive **0.52% no-show rate**, demonstrating effective patient engagement and scheduling efficiency.

- **Patient Feedback:** Automatically prompt patients to rate visits and leave feedback, bolstering online reputation and enhancing clinic performance
- **Google Business Profile Integration:** Simplify appointment scheduling by allowing patients to book directly from your Google Business Profile without any added steps from staff



### GREENWAY REFERRAL MANAGEMENT



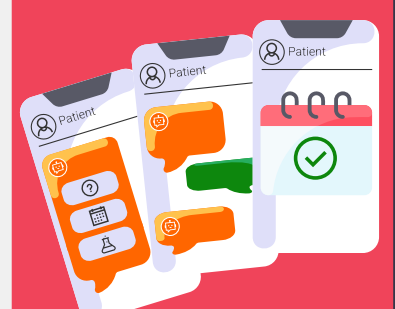
Achieve better outcomes with effective referral management and interactive notifications. An OB-GYN practice with 20 providers achieved a **25% increase in referral conversion rates**, enhancing patient care coordination and optimizing practice efficiency.

- **Patient Engagement:** Keep patients informed about referrals and appointments through interactive notifications, improving communication and reducing missed appointments
- **Referral Workflow:** Easily manage both inbound and outbound referrals, track status, and set reminders, creating a seamless coordination of patient care

### GREENWAY PATIENT CALL CENTER OPERATIONS

Leverage self-service options on your website and optimize Interactive Voice Response (IVR) routing with Digital Call Deflection (DCD), powered by intelligent automation. Practices with fewer than 20 providers have taken advantage of these services and saved over **\$50,000** in external call center costs.

- **Chat Bot:** Reduce inbound calls and wait times with self-service options available on your website through an AI-enabled Chat Bot
- **Digital Call Deflection (DCD):** Streamline IVR routing with DCD, offering convenient services like scheduling, medical record requests, directions, FAQs, and more



Contact us today to learn how Greenway Patient Connect boosts patient engagement and practice success: [greenwayhealth.com](https://greenwayhealth.com)