



**SHEPARD
HEALTH**

Creating Intelligent Action

Shepard Health Appointment & No-Show Reminders

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FIXXER: Data Analytics & Warehousing Software

FIXXER is a real-time Care Process Management (CPM) platform that enables healthcare facilities to standardize the highest quality of care at the lowest price, monitor the compliance with best practices in real-time, and escalate deviations before errors occur.



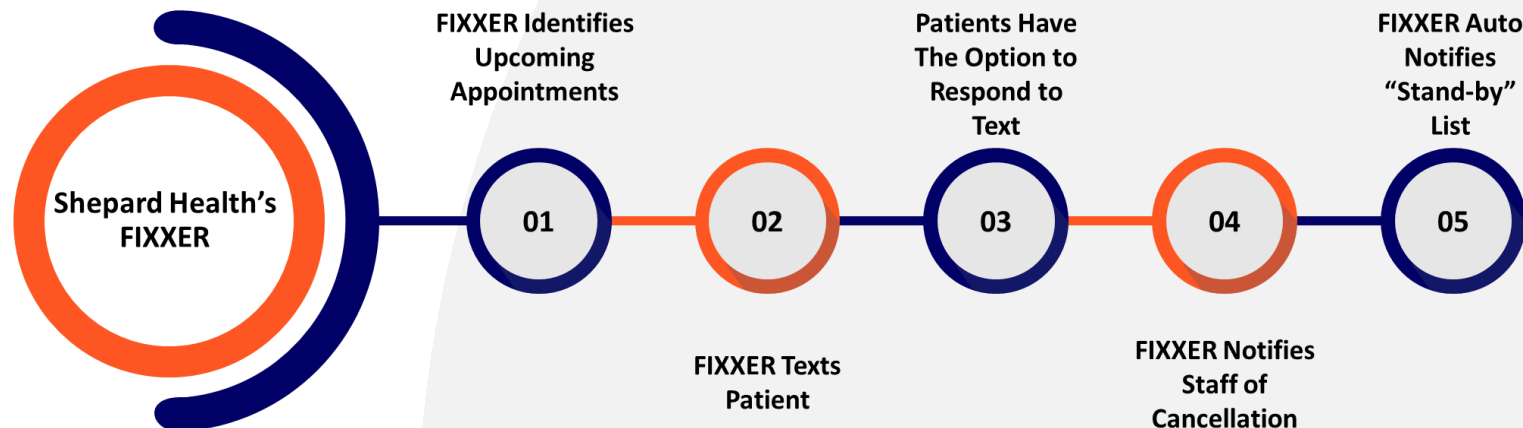
Episode ID	Episode name	Sequence	Intervention Name	# of Events
All	All	All	All	# of Events

EpisodeId	EpisodeName	Seq
34	MAT- PATIENT RELUCTANT OR REFUSING TO TRY	
55	PROGRESS NOTE- MISSING NOTE ADDRESSES TREATMENT PLAN	
56	DIABETES CARE CASCADE	
57	DIABETES MISSING A1C	
58	DIABETES A1C POOR CONTROL ABOVE 9	
59	DIABETES NEEDS ANNUAL FOOT EXAM	
60	DIABETES NEEDS EYE EXAM	
61	DIABETES NEEDS ATTENTION FOR NEPHROPATHY	
62	HEDIS NEED TOBACCO SCREENING AND CESSATION INTERVENTION	
64	HEDIS NEED BMI	
65	HEDIS NEED CLINICAL DEPRESSION SCREENING	
66	HEDIS NEED PAIN ASSESSMENT	
69	HEDIS NEEDS BREAST CANCER SCREENING	
73	HEDIS NEED COLORECTAL CANCER SCREENING	

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Solution: Automating appointment reminders, no-show visits, and discharge instructions to patients

- FIXXER is EHR agnostic and easily configurable with average setup time <2 days
- Enables automated text message, email, or postal messaging to patients
 - No-show reminders for rescheduling
 - Care instructions for post discharge follow-up
 - Prescription refill alerts
 - Preventive care measures (HEDIS/UD)
 - Visit check-in or post appointment care
- Customizable messaging that enables providers to ask questions to patients and receive a patient response (See slide 7 & 8)
- Patient responses forwarded to clinic staff via text or email in real-time

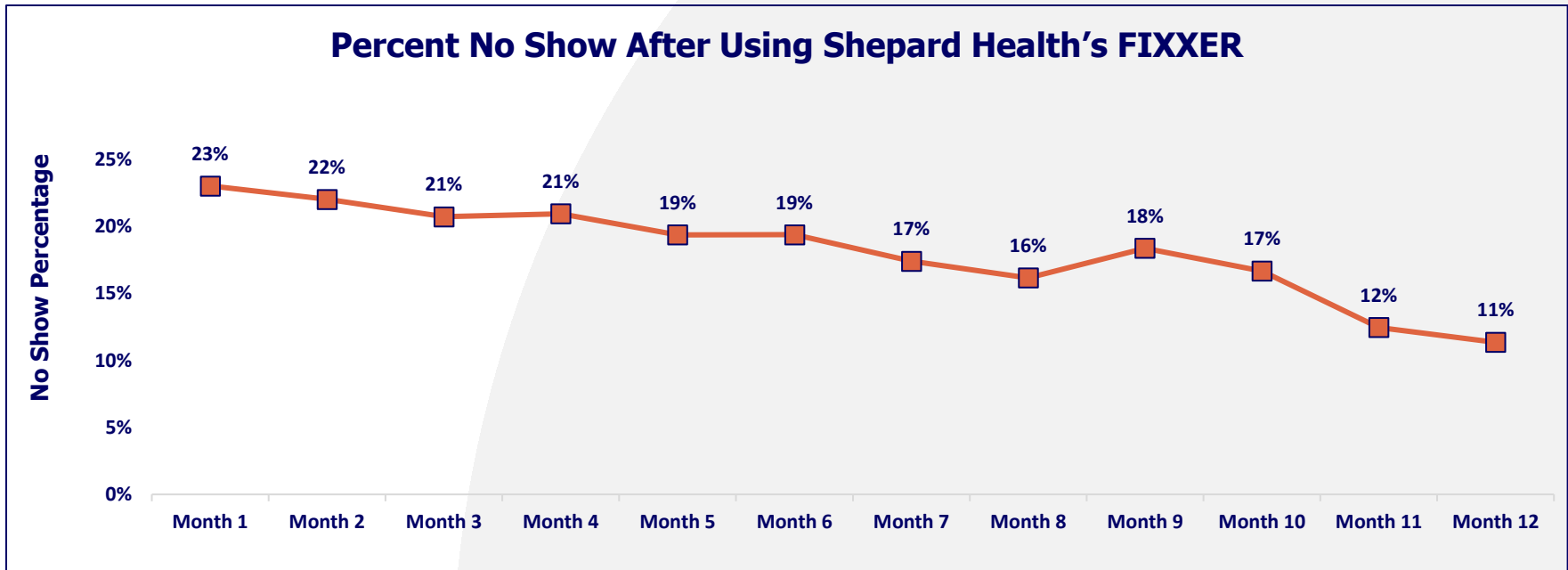


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Case Study: Appointment Reminders Results

A 40-bed inpatient hospital with 12 clinical locations specializing in behavioral health, substance use disorder, and primary care

- Booking 22,620 appointments annually at an average rate \$195 per appointment
- Using FIXXER™, no-show appointments were reduced by 52% within 12 months
- No-show rate decreased from 23% to 11% a reduction of 2,715 appointments equating to \$529,425 in Year 1



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FIXXER Configuration: Step 1

With FIXXER, set custom appointment reminder delivered by text, email, or post. Customize frequency, language, and by appointment type and location.

Episode 166	Flag Event 1	Action 1
Action ID	Action Name	
<input type="text" value="1"/>	English---Next Day On-Site Appointment Reminder	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
<input type="text" value="2"/>	Spanish---Next Day On-Site Appointment Reminder	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
<input type="text" value="3"/>	Mandarin---Next Day On-Site Appointment Reminder	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
<input type="text" value="4"/>	<input type="text" value="Action Name"/>	<input type="button" value="Configure"/> <input type="button" value="Add"/>

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FIXXER Configuration: Step 2

Customize your message and subject line

Notification Name	Next Day On-Site Appointment Reminder
email Subject	Next Day On-Site Appointment Reminder
Content	Your appointment with [ProviderName] is scheduled for [ApptDate] [ApptTime] at [ApptSiteAddress]. Text "Yes" to reschedule or please call 818-654-3887 if you need to change date or time. Reply "Stop" to stop messages.
Data Entry	Edit Data Entry

Add assessments or other questionnaires to your message

Place info in your message to prompt patients to respond

FIXXER Configuration: Step 3

FIXXER automatically delivers patient responses in real-time to staff, enabling immediate follow-up and issue identification

Quickly see patients that need to reschedule appointment or to address other issues the patient mentions

AppointmentDate	PatientID	Appointment Description	Facility Name	Phone Contact Number	Text Response	Text_Response_Date
01/17/22	2931	INPATIENT INTAKE	SAN ANTONIO PRIMARY CARE CLINIC	555-555-8509	No please cancel	01/18/22
01/17/22	5633	INPATIENT INTAKE	SAN ANTONIO PRIMARY CARE CLINIC	555-555-3565	I need my doctor to call me now! Having trouble with medications	01/18/22
01/17/22	5997	INPATIENT INTAKE	SAN ANTONIO PRIMARY CARE CLINIC	555-555-0331	sí	01/18/22
01/18/22	686	ESTABLISHED PATIENT	SAN ANTONIO PRIMARY CARE CLINIC	555-555-0331	Yes	01/19/22
01/18/22	5818	ESTABLISHED PATIENT	BE WELL TEXAS CLINIC	555-555-6955	Yes	01/19/22
01/18/22	9410	ESTABLISHED PATIENT	BE WELL TEXAS CLINIC	555-555-9737	Need medication refill, don't want appointment. Can you call me	01/19/22
01/18/22	3064	TELEHEALTH/TELEPHONIC SERVICES	BE WELL TEXAS CLINIC	555-555-7698	Want to see doctor at the office	01/19/22
01/19/22	1516	TELEHEALTH/TELEPHONIC SERVICES	BE WELL TEXAS CLINIC	555-555-1652	No please cancel	01/20/22
01/19/22	1352	TELEHEALTH/TELEPHONIC SERVICES	UT HEALTH SAN ANTONIO	555-555-9699	Yes	01/20/22
01/19/22	4471	INPATIENT INTAKE	UT HEALTH SAN ANTONIO	555-555-1251	Por favor llámame para reprogramar	01/20/22
01/20/22	5738	INPATIENT INTAKE	UT HEALTH SAN ANTONIO	555-555-6195	Yes	01/21/22
01/20/22	9261	INPATIENT INTAKE	UT HEALTH SAN ANTONIO	555-555-3430	I called and rescheduled	01/21/22
01/20/22	7525	INPATIENT INTAKE	UT HEALTH SAN ANTONIO	555-555-6237	Necesito ver a la doctora	01/21/22

Auto-schedule patients in your "Stand by" list

FIXXER™ : Additional Use Case Applications

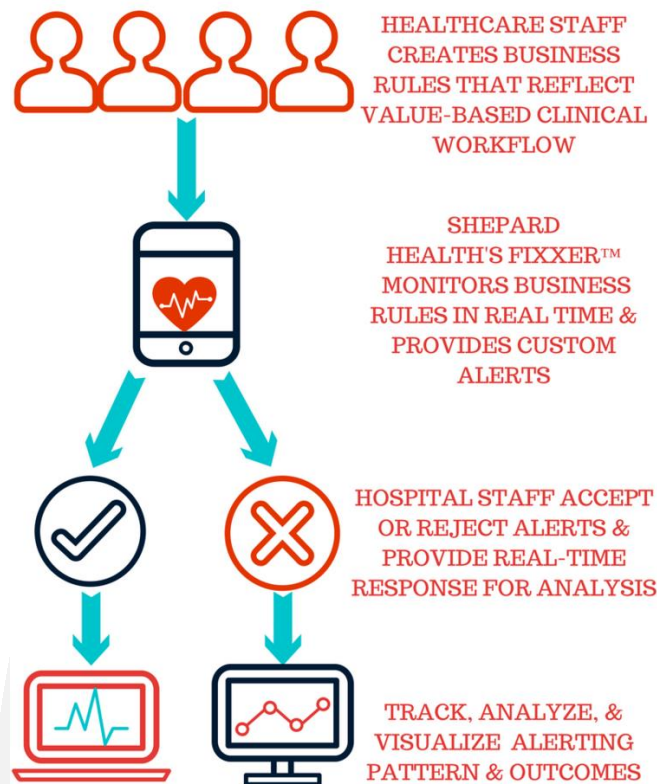
In addition to ROI Calculations, FIXXER™ from ShepardHealth can provide:

- ✓ Appointment and no-show reminders to patients
- ✓ Delivery of digital behavioral health and SUD assessments for patients to complete prior to arrival
- ✓ Act as a third-party data warehouse, enabling clinics to automate referrals, expand access to care and optimize capacity management
- ✓ Re-engage PCPs and acute care facilities with a waiver not currently prescribing MAT with assistance in workflow management, billing optimization, and a compensated real-time “curbside” consult access to SUD specialists
- ✓ Real-time dashboards for KPIs related to behavioral health, SUD, and primary care

About Shepard Health

Leading experts in healthcare analytics, data science, and quality improvement. Founded in 2016 by partners from Stanford Hospital and The Johns Hopkins Health System

Shepard Health's proprietary software FIXXER™



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