Expand your virtual office with Solutionreach.

The COVID-19 pandemic has caught the world by surprise. While in-person visits have been reduced or even halted to slow the spread, you can keep income coming in by offering billable virtual telehealth services. Use Solutionreach to support telehealth visits so you can continue to see patients and generate revenue.

Put your telehealth tools to use.

Solutionreach appointment pre-visit instructions allow you to include links to the telehealth solutions of your choice in your appointment reminders. Maintain appointment volume and revenue despite limited in-person appointments to your practice.

Launch a new text-based appointment type.

Leverage SR Conversations, our two-way text messaging platform, to incorporate brief but billable virtual check-ins for your existing patient list. Use the built-in HIPAA consent tool before communicating PHI so that you can remain HIPAA compliant. Patients simply text a description or image to the provider to review and determine if an in-person or telehealth visit is recommended. Virtual check-ins are a great way to give patients peace of mind during these stressful times.

Introduce telephone check-ins.

Create brief telephone virtual check-in appointment types and provide them on SR Schedule for patients to book online. These five to 10-minute phone calls between patient and provider can bring peace of mind to the patient as they discuss symptoms and determine if an in-person or telehealth visit is required.

866-605-6867 | www.solutionreach.com

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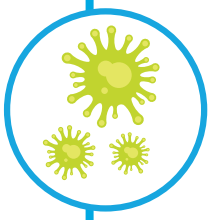
Create a digital patient intake experience.

Replace paper with a digital intake experience for all your patients using SR Intake. Not only is going paperless a more hygienic approach to combating COVID-19 and any other infectious diseases for in-person appointments, it also enables you to gather critical intake information, including pre-screening questions, from new patients engaging in a telehealth visit.

SR HUDDLE

Keep your staff connected with SR Huddle.

Use SR Huddle, an intra-office chat tool within SR Conversations that promotes collaboration, coordination, and communication between members of your staff. This allows you and your staff to communicate internally while working from home.



Make patient payments easy and germ-free through mobile.

Complete the virtual patient experience by enabling text payment reminders and mobile payments with SR Pay. Using SR Pay, balance notices can be sent directly to a patient's phone as soon as you know the patient due amount. The text message includes a direct link for patients to access a secure payment screen and complete the transaction in a matter of minutes on their smartphone using a debit, credit, HSA, or FSA card.

Promote your new telehealth offerings through newsletters.

Communicate your new telehealth virtual offerings through the Solutionreach newsletters. You don't have to be an expert designer or professional copywriter. Create your own or customize a professionally designed Solutionreach telehealth newsletter template. Our COVID-19 response library is steadily growing. Professional Email Marketing services are also available.

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SOLUTIONREACH™ PATIENT RELATIONSHIP MANAGEMENT