



SOLUTIONREACH™
PATIENT RELATIONSHIP MANAGEMENT

2020 Practice Comeback Plan

Key steps to succeed during—and after—this crisis





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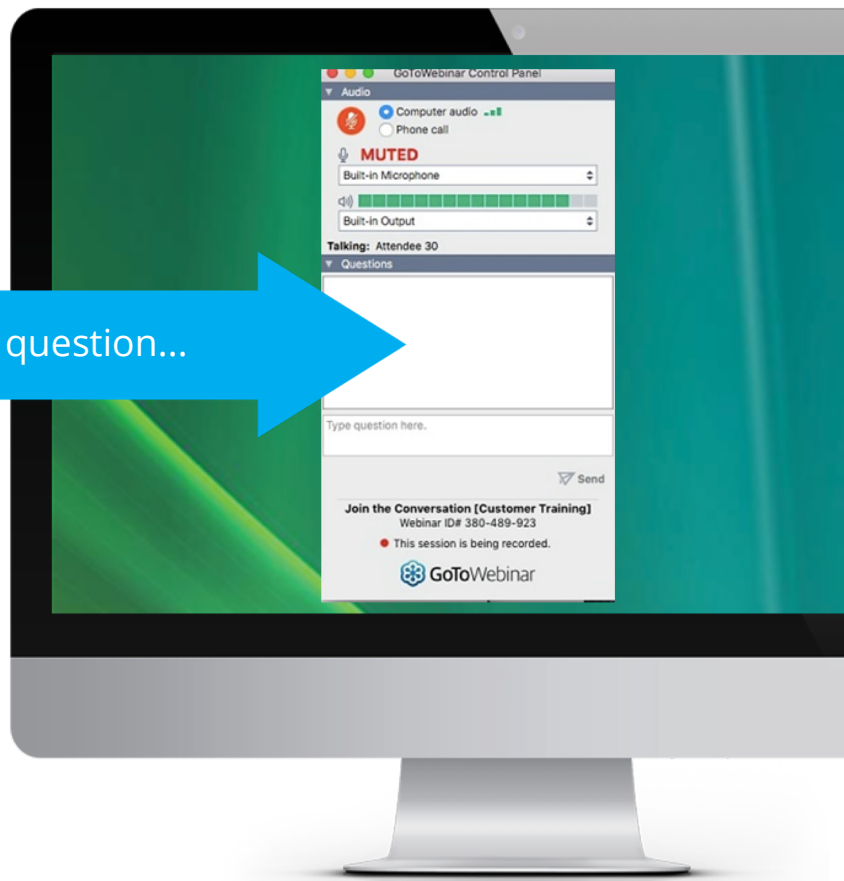
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2. Click on "My Support"
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Ask a question...



Agenda

- Review Phase II recommendations
- Tools to help you now
- Closer look at health and safety measures
- Setting priorities and processes PRIOR to opening
- Closer look at changes to reminders and pre-visit instructions

Phase II recommendations

1. Create a safe, healthy environment
2. Determine patient priority
3. Let patients know you are reopening
4. Get patients on the schedule
5. Set reminder cadence
6. Add/update pre-visit instructions
7. Add COVID-19 pre-screening form to intake process





Tools...

to help you now

Telehealth - where are you today?



“When did you start?”

Before Feb '20 - 9%
During/after Feb '20 - 91%

“Do you plan to in the future?”

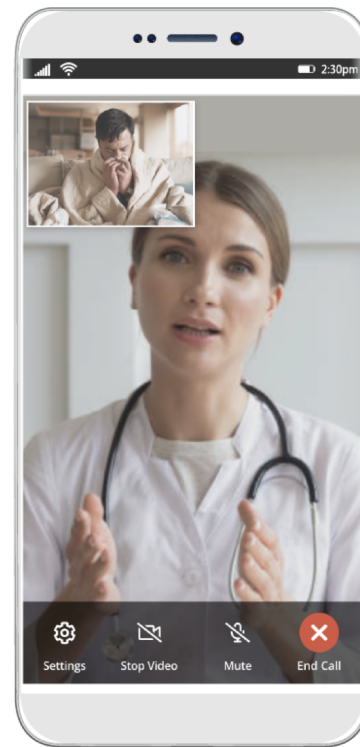
Yes - 43%
Maybe - 39%
No - 18%

“Do you plan to continue use after COVID?”

Yes - 51%
Maybe - 43%
No - 6%

Telehealth usage will continue

- 66% of patients are **more willing** to try telehealth since COVID-19 hit
- Experts predict usage will remain high post-crisis
- To help..we're letting you use SR Telehealth **free until July 31, no contract required**
 - Launch from text
 - Secure video
 - Pre-schedule or on-demand



Practice Comeback Service

- Assigned coach
- Customized comeback plan
- Recommend patient prioritization and scheduling
- Oversight of automated messaging settings, templates, content, and cadence of communication
- Set up group messaging and newsletters based on criteria
- Access to free newsletter, email, and intake form templates
- And, more...



Making your practice safe...

For BOTH patients
and staff

Make your physical environment safe

Conduct a thorough cleaning of:

- Treatment rooms
- Waiting room
- Equipment

Do this prior to reopening AND moving forward

Consider designating a roving “sanitization technician” responsible for constant sanitization of areas of concern.

Create a virtual waiting room

Support social distancing with a virtual waiting room:

- Have patients text (or call) on arrival
- They stay in their car until you are ready to see them
- Text (or call) them to come in and go straight back to treatment room



Create a virtual waiting room

**PLEASE
PARK & TEXT**

To prevent the spread of COVID-19, we're asking patients to wait in their cars rather than in the waiting room.



Please text or call the number below once you've arrived.





Thank you!




**WE ARE OPEN!
TEXT / CALL**

To prevent the spread of COVID-19, we're asking patients to wait outside rather than in the waiting room. Please form a line (6 feet apart) and text or call the number below once you've arrived. Thank you!

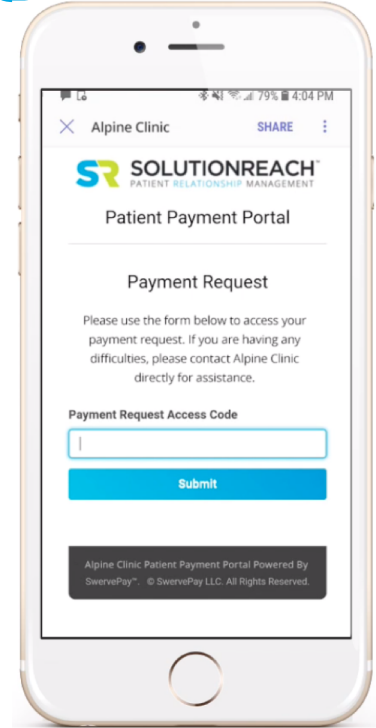


.....6 feet



Make necessary physical changes

- If you must keep your waiting room open, add plexiglass to separate reception area from patients
- Use contactless payment via text message or over phone
- Go paperless. Use virtual forms (no clipboards or pens!)
- Remove all non-essential items. Flyers, brochures, displays, toys, magazines, etc.



Don't forget supplies

- PPE should be stocked and ready!
- Determine the amount of supplies needed per patient and **only schedule the number of patients you can safely serve.**
- Do not have supplies delivered inside practice but meet delivery person outside.
- Sanitize new supplies.



Communicate, communicate, communicate!

- Share safety and health changes with patients via newsletter, email, and social media
- Explain how PPE works to every patient
- ALWAYS ask for feedback or concerns

health alert series

COVID-19 coronavirus

PREPARATION TIPS

SLEEP Get good sleep consistently.	NUTRITION Drink lots of water & eat nutritiously.	FITNESS Get physically fit & stay active.
HEALTH Keep stress levels low & have your prescriptions filled.	HANDS Scrub your hands with soap often, for at least 20 seconds.	COVER Cover coughs & sneezes, but not with your hands.
DISINFECT Disinfect commonly touched objects & surfaces.	FACE Avoid touching your eyes, nose or mouth with your hands.	AVOID Avoid ill people & sharing objects. If ill, stay home.

For the latest on COVID-19 please visit:
www.CDC.gov

updated: 3.5.2020
sources: CDC.gov & WHO

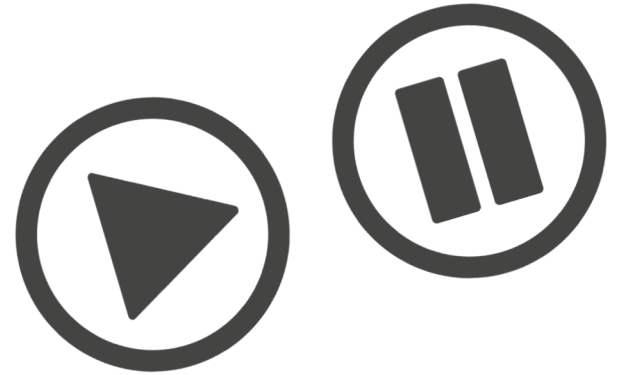
Schedule time for employee concerns

- Determine if you have high-risk employees and adjust schedules accordingly
- Develop rules for sick staff members-check for fever multiple times a day
- Conduct frequent staff meetings to discuss unforeseen issues
- Hold regular 1:1s with individuals
- Allow reasonable flexibility with schedules

Regularly ask staff members...How can we make you feel safer?

Wait to open until YOU are ready

Just because guidelines are relaxed does not mean you have to immediately open.





Setting priorities and processes...

PRIOR to
reopening

Determine patient priority

- Keep patients on the schedule as-is
- Develop priority for rescheduling patients who missed appointments
- Consider dedicating specific days to treat high-risk patients
- Extend hours as needed



Develop new processes

- Modify patient check-in procedure
 - Close waiting area completely (virtual waiting room) OR
 - Install safety barriers mentioned before
- Decide WHO may attend visit
 - Only patient or necessary caregiver
 - Minor child with one guardian only
- Close office to sales people or deliveries
- Ask patients to wear face coverings wherever possible

Current or previously ill patients

- Ask every patient if they tested positive for, or currently have symptoms of, COVID-19 before visit.
- Take temperature of patient in car before visit (even dental or vision) and adjust approach if patient has fever (cancel non-critical visits).
- Receive physician-issued documentation of full COVID-19 recovery before seeing patient in non-critical specialty.



Adjust scheduling processes

- Stagger appointments. Do NOT stack!
- Consider adding 5-10 minutes between appointments.
- Keep patients physically apart (minimum six feet at all times). For example, dentists may consider only using chairs 1-3-5.
- Be flexible with cancellation policies and fees.

Flattening the Curve



Starts with YOU

Only when processes are in place should you announce reopening

- Announce via email, text, social media, website, etc.
- Include info on how to schedule and new processes.
- Share online scheduling link.





Making needed changes...

To reminders and pre-visit instructions

Set reminder cadence

We recommend 3-3-3 (you may want to turn off weekly for now).

Confirmation Rate without Automated Reminder Message



Increase in Confirmation Rate with Addition of Weekly Message



Increase in Confirmation Rate with Addition of Weekly and Daily Message



Increase in Confirmation Rate with Addition of Weekly, Daily, and Hourly Message



Add/update pre-visit instructions

- [Create Pre-Visit Instructions within Appointment Reminders](#)
- [Edit existing Pre-Visit Instructions for Appointment Reminders](#)



Ex: "If you are experiencing symptoms such as cough, fever, or shortness of breath, please contact our office before your appointment."

Add COVID-19 pre-screening form to intake process

- COVID-19 questionnaire for SR Intake
- Manually send link to online screening questions prior to appointment
- Printable questionnaire

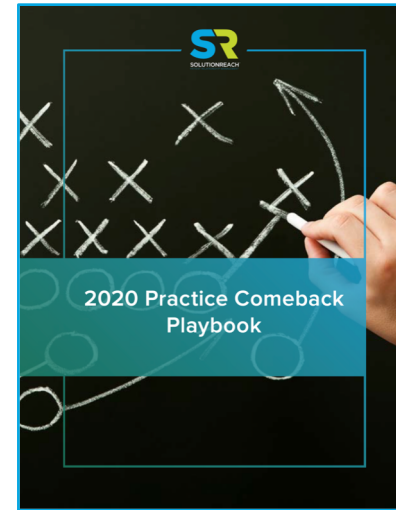
[Learn more about SR Intake](#)



Just a reminder:

- SR Telehealth
- Practice Comeback Service
- Final session: April 30

Have more questions? Let us know and we'll get you answers.



Reach out!



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