

RelayHealth - secure online connectivity solutions



Providers

RelayHealth secure online connectivity solutions enable providers to connect with other providers, patients, payors and pharmacies online to get secure access to real-time information. RelayHealth leverages the strengths of best-in-class revenue cycle management solutions, creating an unprecedented entity that processes more than 1 billion financial transactions annually via the power of the most advanced switch in healthcare.

RelayHealth operates as a neutral partner in an open network environment and interoperates among all organizations, systems and solutions. We offer physician offices:

- **Improved productivity, efficiency, and satisfaction with access to care among patients and staff**
- **An online business office that allows patients to access up-to-date account information and ability to pay their bills online**
- **Real-time access to insurance eligibility, address and credit verification**
- **Claims processing allowing providers and hospitals to connect easily with more than 1,800 payors nationwide**
- **Remittance advice that saves time and prevents manual data entry errors**
- **Statement processing that handles approximately 300 million patient documents annually for healthcare providers throughout the country**

What Your Patients Can Do

Consult With Your Doctor

- **Request advice (via a RelayHealth webVisit®) about non-urgent symptoms when it's most convenient for you**
- **Avoid telephone hassles and unnecessary office visits for minor problems**
- **Conduct quick and easy interactive medical interviews that gather key data about your symptoms and relay it to your doctor, reducing back-and-forth communication**

- Realize stronger privacy and security compared to regular e-mail or the telephone
- Access sent and received messages at any time for easy, online reference

Renew Prescriptions

- Easily renew prescriptions with 24x7 online access
- Request transmission of your prescription to your preferred pharmacy
- Reference medication information anytime
- View a list of all your current and past medications
- Specify your delivery preference (pick up or mail order—if available)

Schedule Appointments

- Request appointments even when the office is closed
- Specify preferences for days and times
- Cancel and reschedule appointments as needed
- Enjoy the convenience of online appointment reminders

Maintain a Personal Health Record

- Store all your healthcare information in one secure place, including:
 - Family health history
 - Immunization records
 - Names of previous physicians
 - Other health consideration notes
 - Upload files such as scanned lab results
- Conveniently access your personal health data at any time, from any computer with an Internet connection.
- Maintain control over who has access to your health record—you decide.
- Ensure that everyone involved in your health care has up-to-date health information to avoid medical errors or miscommunications.
- Allow your care providers to access your Personal Health Record when they are responding to your messages, creating eScripts, or providing referrals.
- Efficiently manage health records for yourself, your spouse, children or aging parents.

Receive Lab Results

- Avoid phone tag
- Get results more quickly—with an accompanying explanation from your doctor

Request Referrals

- **Submit requests even when the doctor's office is closed**
- **Save time by quickly supplying the information your doctor requires**

Access Medically Reviewed Information

- **Read medically reviewed information covering a full range of healthcare topics**
 - **Receive personalized healthcare reminders**
 - **Access links to doctor-recommended information and Web sites**
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