

# Rachel Pietersma

(613) 408-3020  
rachel.pietersma@gmail.com

## InputHealth White Paper

### Summary

This white paper was prepared for the Selected Topics I class at Algonquin College. I summarized the features and benefits of InputHealth, an electronic platform for health clinics.

### Audience

This document was prepared for managers of health clinics, including the offices of family doctors, specialized physicians, pain clinics, and mental health centres. The document will be read by small, independent practices, large health care delivery systems, and anything in between.

### Context

PDF copies of this white paper will be distributed to health clinics via email. This document will also be available on the InputHealth website.

### Purpose

This paper will convince the audience to implement a digital health ecosystem such as InputHealth.



## The Leading Patient Engagement Platform

InputHealth streamlines workflows so you can focus on what matters most: **your patients** and **their outcomes**.

## A White Paper for Managers of Health Clinics

# Contents

<b>Introduction</b>	<b>2</b>
Intended Audience	2
Problem	2
Solution	2
<b>Features and Benefits</b>	<b>4</b>
Online Scheduling	4
Patient Management	4
Patient-Provider Communication	5
Patient Forms	5
Patient Intake	5
Measure Results	6
Security	6
<b>Expenses</b>	<b>7</b>
<b>Testimonials</b>	<b>8</b>
<b>Conclusion</b>	<b>9</b>



# Introduction

As technology continues to evolve, more opportunities to improve health outcomes emerge. InputHealth will equip your health clinic with the tools it needs to grow and succeed.

## Intended Audience

This document was prepared for managers of health clinics, including the offices of family doctors, specialized physicians, pain clinics, and mental health centres. Whether you manage a small, independent practice or a larger health care delivery system, InputHealth will serve all of your needs. This paper will inform health care professionals and support staff of the benefits of implementing a digital health ecosystem such as InputHealth.



## Problem

Patients often feel neglected between medical visits, and health clinic wait lists are long. When their appointment slot finally arrives, patients are forced to go over tedious administrative issues and answer a series of simple questions. They often feel rushed when talking with their health care practitioner.

Many health care providers spend the bulk of their workday focusing on administrative issues when they could be focusing on patient outcomes. This costs the clinic time and money.

InputHealth is the solution.

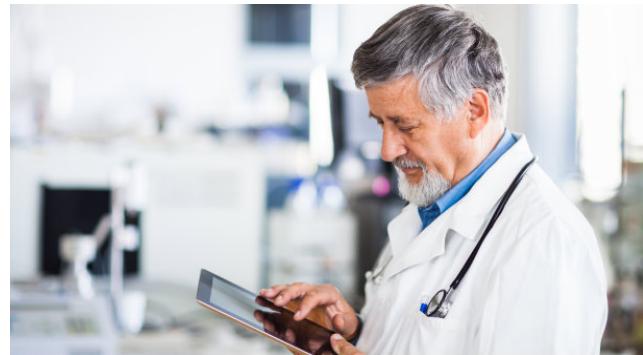
## Solution

InputHealth began in 2011 in Vancouver with a mission to empower patients and practitioners to share information. This platform can be accessed in a variety of settings via computers, tablets, and mobile phones. This patient management system will save time for all health clinic staff, thus allowing your clinic to take on more patients. It also focuses on maintaining patient engagement between medical visits, which will give your clinic a competitive edge.

InputHealth is a program that combines digital health records (or electronic medical records) with electronic patient-reported outcome measures along with bonus clinic management features. It is accessible for both health care providers, other clinic staff, and patients. There are many benefits for all parties involved.

### **Practitioners can**

- view and manipulate their schedule on a customizable calendar
- communicate remotely with patients and coworkers over video call
- easily view a patient's medical history
- quickly add notes to a patient's file
- collect data and measure outcomes
- receive alerts if there is a major change in the health of a patient



### **Other frontline staff (e.g., receptionists, nurses) can**

- save time completing routine administrative duties
- provide better customer service
- quickly verify patient information
- focus on core job responsibilities

### **Patients can**

- complete questionnaires and forms from the comfort of their own home
- book appointments through the app anytime and anywhere
- track and record their health status between visits
- communicate with their health care provider over video chat
- spend more time in discussion with their health care provider
- feel more knowledgeable and in control of their health

This customizable platform will revolutionize your clinic by improving the patient's experience and giving staff more time to focus on patient outcomes. You will notice enhancements in administrative, financial, and clinical workflows.

# Features and Benefits

InputHealth acts as a digital health ecosystem to transform your practice through a variety of accessible and intuitive modules. It is a secure system with six user friendly modules that focus on your patients and their outcomes.



**Online Scheduling** – The ihBooking module is a scheduler that is always accessible to patients, thus simplifying bookings and increasing business. Individual clinics can maintain control of this process by setting rules and preferences. This module will send SMS and email notifications to remind patients of their appointments and eliminate no-shows. A colourful, user-friendly, all-in-one calendar will show upcoming appointments and other reminders.



**Patient Management** – ihClinic is a patient management system designed to help health care providers and clinic staff streamline their workflows to spend less time on administration. It includes a smart calendar to book and register patients, modify appointments, and toggle providers and locations. The charting system has easy to use templates and forms are automatically populated. There is an invoicing feature where you can easily send bills to patients.



## ihVirtualCare

**Patient-Provider Communication** – ihVirtualCare allows practitioners to always be there when their patients need them. This module will allow your employees to securely provide and bill for virtual care sessions. A full patient management system is available to the practitioner to access records and create reports. This will allow your practice to provide services to more patients, including those who have difficulty travelling to the clinic.



## ihQnaire

**Patient Forms** – ihQnaire is a streamlined intake process where patients can fill out forms electronically. There are engaging questions and diagrams that will empower your clients to accurately describe their symptoms, which will automatically appear in their providers inbox for review. Patients have the ability to digitally sign and give consent. You have the option to send patients a pre-visit questionnaire, which will save time when they are in the office.



## ihKiosk

**Patient Intake** – ihKiosk allows patients to sign in, fill out forms and questionnaires, sign consent forms, and give feedback before and after appointments. Databases are automatically updated with this information. There is a large selection of customizable forms, but you also have the option to create your own form.



## ihOutcomes

**Measure Results** – ihOutcomes uses digital questionnaires to track a patient's health over time. You can use premade questionnaires or create your own. Patients can use this module to learn more about their condition.

## Security

InputHealth is extremely secure with gold standard encryption and bank-grade security protocols. It is compliant with HIPAA, PHIPA, and FOIPPA. It abides by an “Informatic Oath” to protect client data. This means that all data, even if anonymized, belongs to the clients who are able to export their data at any time with no charge. Third parties cannot access this data.

# Expenses

Costs are variable depending on the practice size and the customizations needed. For example, a practice with three physicians and three distinct questionnaires would cost \$399 CAD to set up and have a running cost of \$149 CAD per month. Certain features (e.g., EMR integration, SMS questions, phone calls, alerts) have an additional charge. There are no contracts or hidden fees. The monthly subscription fee includes live support via telephone and e-mail. This is very affordable in comparison to similar patient tracking tools.

Despite these costs, InputHealth will save your clinic a lot of time and money. By using a fully integrated system, you will no longer have to shop around for EMRs, ePROMs, data entry systems, and other software. It reduces the administrative overhead and will increase your revenue by freeing time to see more patients. The utility of this system will increase patient and employee retention.

**Go to [InputHealth.com](http://InputHealth.com) to try a free trial today!**



# Testimonials

InputHealth has received rave reviews from clinic managers, employees, and patients.

**“With InputHealth, I believe we can manage 75% more patients annually with the same administrative staff.”**

– Martin Addison

*Director, Mood Disorders Association of BC*

**“InputHealth has helped our clinic become one of the most technologically advanced in the country.”**

– Dr. Matthew Chow

*Director, Youth Psychiatry Clinic*



**“I feel connected with my physician in a productive way. The simple automated check-ins allow him to keep track of my condition. It’s great!”**

– Allison C.

*Type I Diabetes Patient*

# Conclusion

InputHealth is a necessary platform for health clinics who wish to help as many patients as possible have the best outcome possible. If you implement this system at your clinic, you will notice happier employees, simplified workflows, satisfied patients, improved patient engagement, a higher patient load, and better results overall.

**Using InputHealth at your practice will result in better outcomes for your clinic, your staff, and those who matter most: your patients.**

