

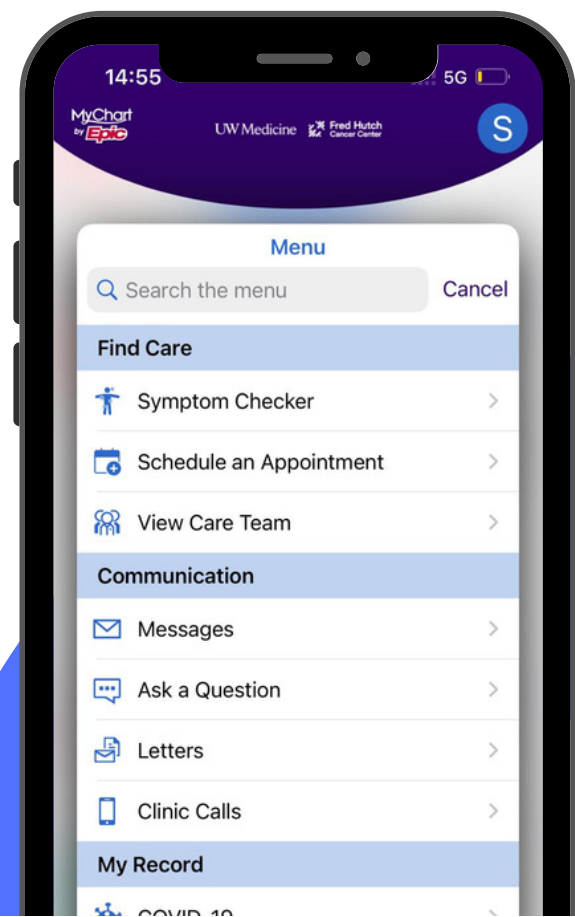
Epic MyChart's newest addition : an appointment scheduling assistant.

Epic adds a new groundbreaking personal assistance feature that helps connect you to the right medical personnel within minutes.

Epic MyChart launches a new feature that helps patients interact with medical personnel, with the help of a bot that provides a questionnaire that users fill and then get to chat with a hospital personnel to help schedule appointments with the right doctor for their illness. The questionnaire helps personnel gather essential information to help guide the patient towards the right doctor, but the chat feature helps them understand any other issues that the patients face as well, which adds the human touch that patients have highly welcomed. This appointment assistant will help connect patients with the right medical provider, without the need to call ahead and book appointments.

Booking an appointment online has always lacked the essence of a human interaction that patients highly prefer, due to which they have spent hours on call trying to book appointments. A lot of Epic MyChart's customers have tried booking online, but due to lack of clarity with respect to choosing a specialist as well as characterizing the symptoms of their illness, they have instead preferred calling to book appointments over the phone instead of the online appointment scheduling feature on the portal. "I am unclear about classifying my symptoms, hence I would rather speak to a person on call",

"Calling to book appointments is easier since I can explain my problem clearly", these were some popular complaints from our customers. Patients lean towards consulting a medical professional's opinion regarding their ailment, even before knowing the cause of the illness. This causes a rise in effort from the provider's end as well. By integrating the chat assistant with appointment scheduling, patients have the ability to list out the symptoms that they notice, as well as speaking with a professional via chat that helps guide them to the right doctor at the right center. The human interaction that a



patient gets via chat makes it easier for them to describe what they face. At the same time, from the provider's end, they can give attention to the patients at the center while the assistants help prospective patients navigate. MyChart thus helps patients connect to professionals faster.

FAQs

- ***Is it a chatbot? Am I talking to a machine?***

No, it is not. The preliminary questionnaire helps address and assess any symptoms you might have that helps the medical practitioner gauge the situation. You will only fill primary information, and then you will be able to connect to a medical assistant that can help schedule your appointment.

- ***Do I get treatment online via the portal? Can I speak to a doctor?***

This feature does not connect you to a doctor for consultation, but it is a means to expedite the process of getting an appointment with a specialist as per your situation, that needs to be assessed by a human first in order to be determined correctly.

- ***Isn't calling to book an appointment faster?***

Not always. With the help of this feature, medical assistants can pre-assess your symptoms before you get in touch with them, which makes referring you to a specialist easier and faster.

Internal FAQs

- ***How does it help the product - MyChart?***

By increasing the retention of customers that prefer to talk to a personal assistant, we increase traffic on the website. It also helps streamline the appointment booking process.

- ***Does it increase the effort on the healthcare provider's end?***

No, instead it reduces effort and time spent by personnel while tending to each individual. With the help of the questionnaire, they have preliminary information readily available to them, and the chat feature helps expedite the process as they ask for only the necessary information, which actually saves a lot of time that would otherwise be spent on call. At an average, it would reduce the time spent per patient on call from 20 minutes to 5 minutes.

- ***What do customers think about the feature?***

Customers like that they get to interact with a human at the other end, while speeding up the entire process of booking appointments.