

The future patient-provider encounter experience storyboard v02


Focus on Flux Notes voice

20.JULY.18

Edwin Choi

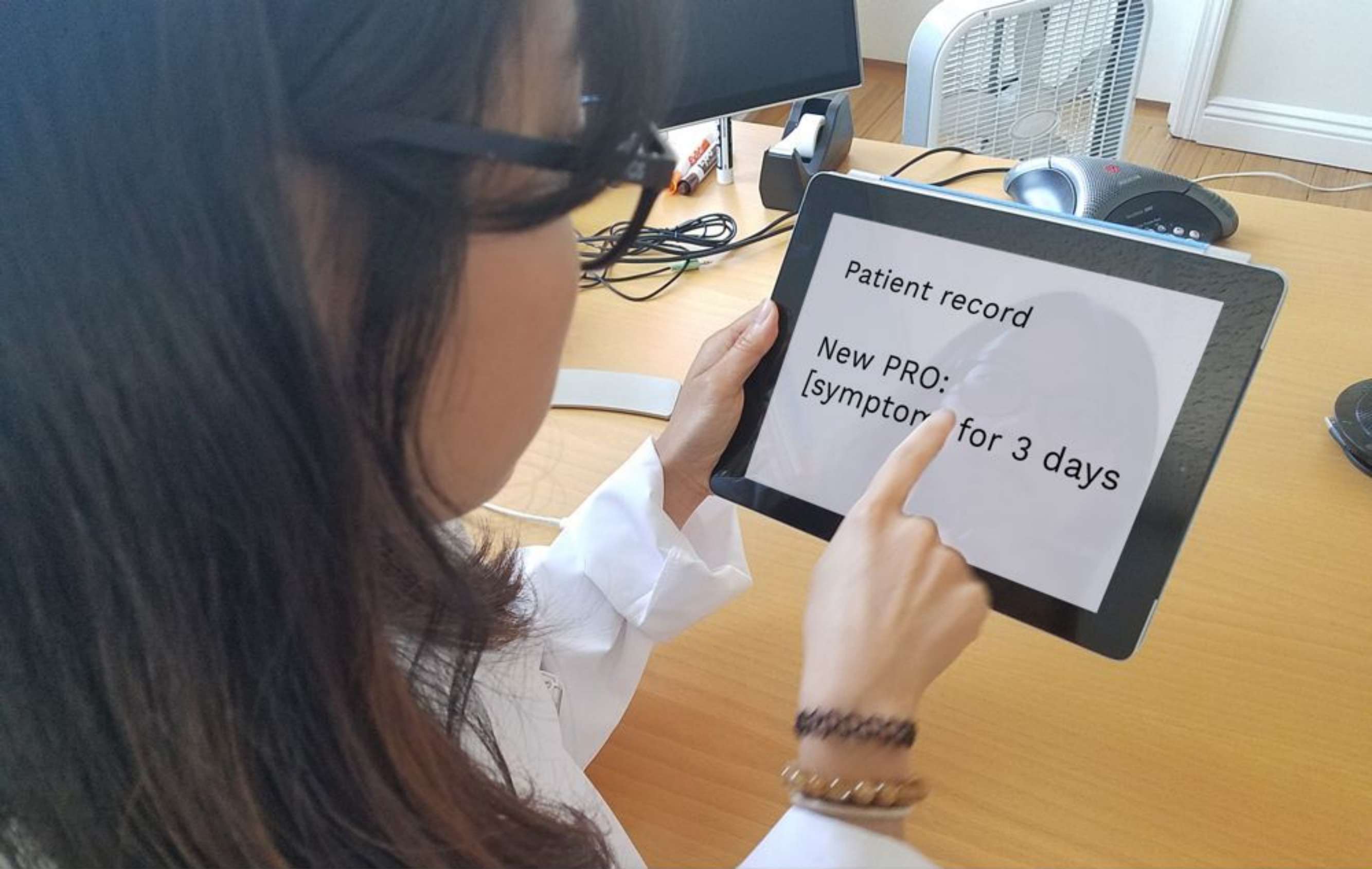
Daniel Reeves

Juhan Sonin

A woman with dark hair tied back, wearing a light-colored striped V-neck shirt, is sitting and looking down at a smartphone held in her hands. She is in a room with a large window in the background showing a view of trees and a building. To her left, there is a white wooden plant stand with several potted plants, including a large aloe vera. On the wall to the right, there is a poster that says "EAT FOOD" and "GOOD MUCH. MOSTLY PLANTS".

PRO capture:
[symptom] for 3 days

1. Before their visit, the patient enters PRO data into their health record for greater health engagement. It places more ownership on care for their own health.



2. The provider reviews the PRO, which paints a more complete and accurate picture of the patients health.



3. Ears and eyes focused on the patient from the start.



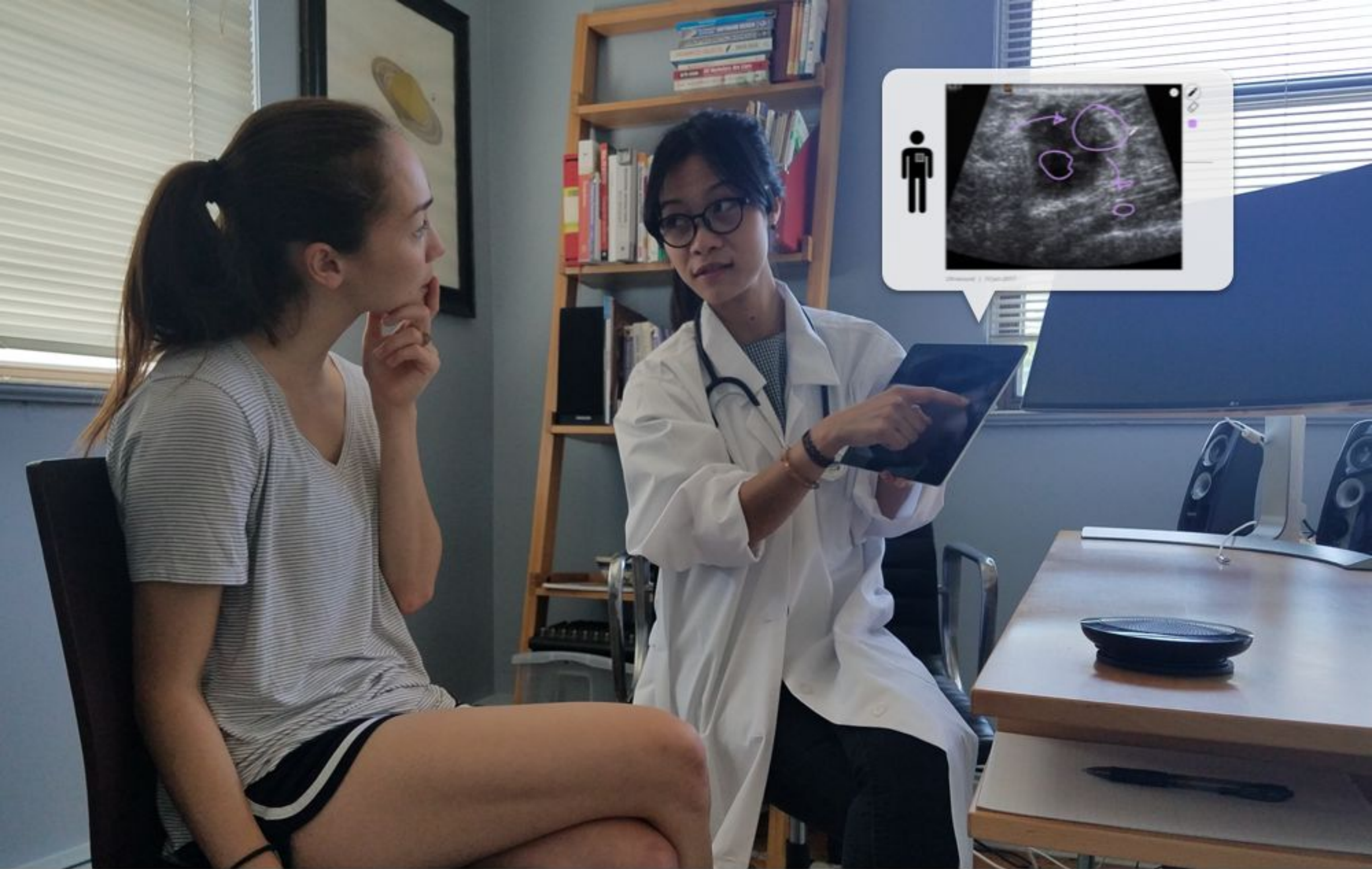
4. A device in the room picks up and documents any new information the patient is sharing through the conversation...



5. ... And any new information the provider is sharing with the patient.



6. The Flux on Voice system produces structured data that is ingestable by the EHR. The automation frees up provider time and attention, so she can focus on the patient.



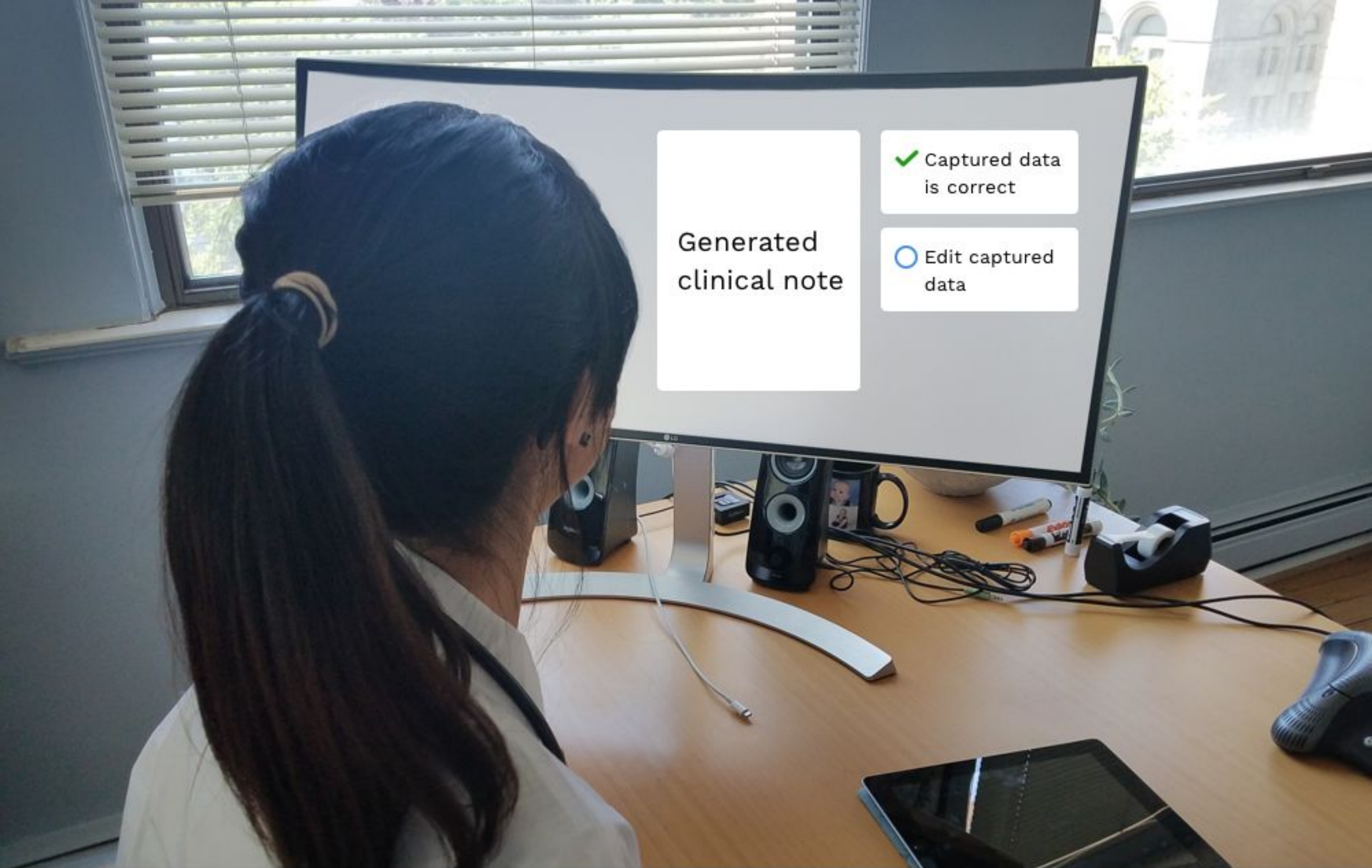
7. She can focus on working with the patient, leveraging visualization and educational tools to promote more comprehensive and customized health understanding.



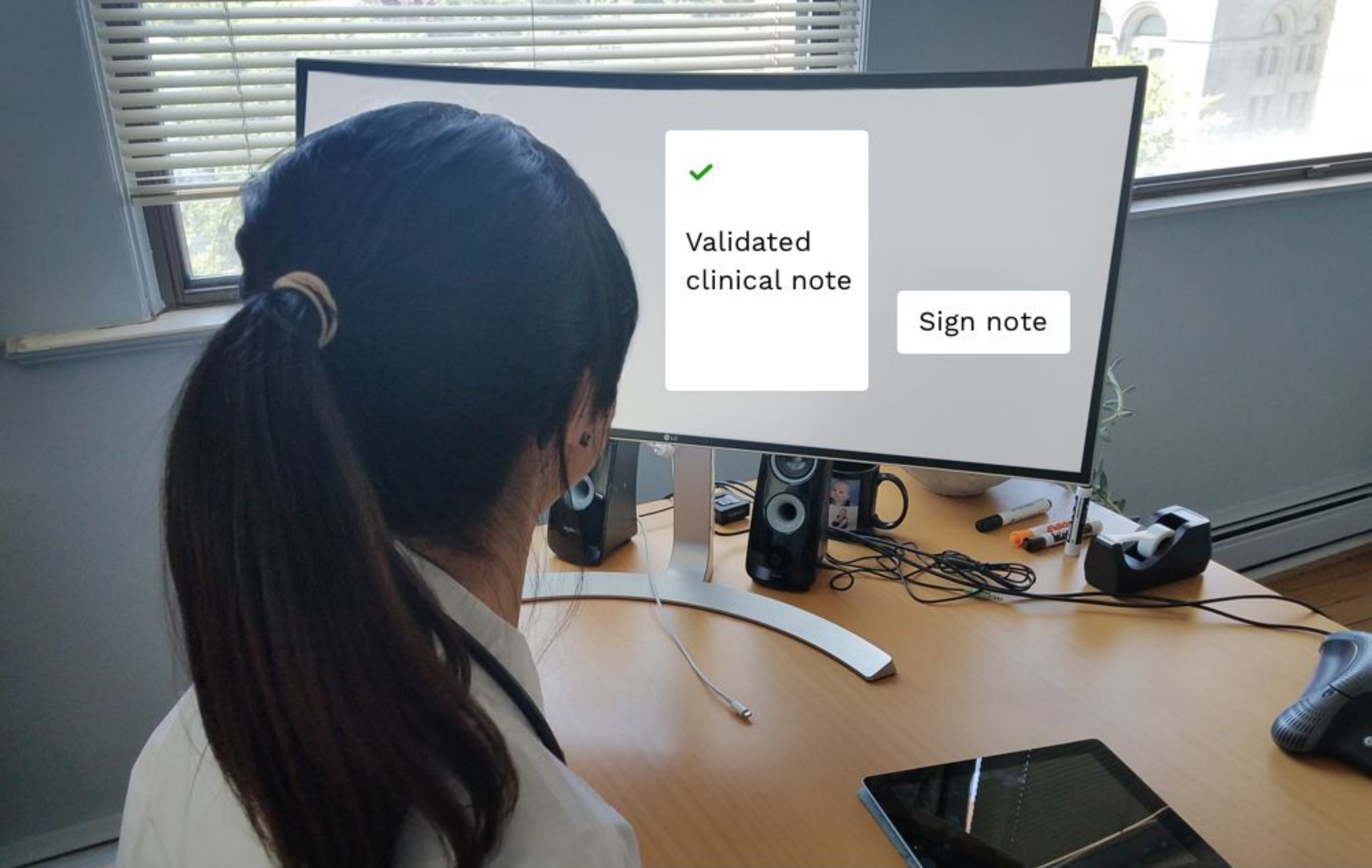
8. Together, they generate plans of care. The patient is empowered with participating in their own care and delivery. Health care becomes collaborative.




9. The provider ultimately spends more time doing what is most important-- listening and engaging with the patient and their needs.



10. Note is auto-generated. Provider has opportunity to validate the captured information and the generated note.



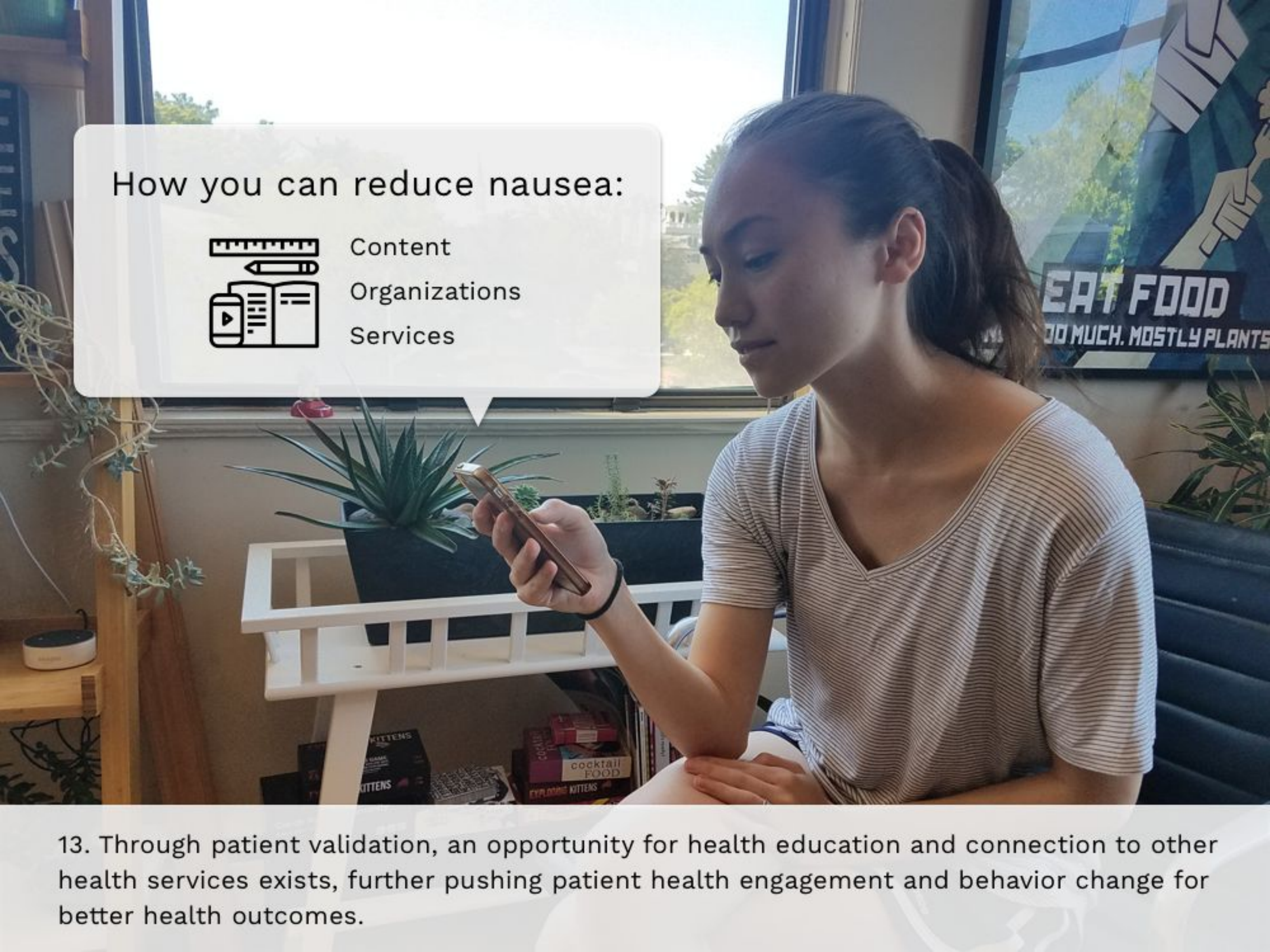
11. Once validated, encounter data is pushed via health encounter data receipt, to the health data manager which is able to organize and curate that structured data into a longitudinal patient health record.

A woman with dark hair tied back, wearing a light-colored striped V-neck shirt, is sitting and looking down at a smartphone in her right hand. A semi-transparent white box with rounded corners is overlaid on the left side of the image, containing text and two green checkmarks. The background shows a window with a view of trees and a poster on the wall that says 'EAT FOOD' and 'DO MUCH. MOSTLY PLANTS'. There are also some potted plants and a white shelf in the background.

Data summary from your visit:

- ✓ Disease status is now stable based on imaging
- ✓ You reported mild Nausea (grade 2)

12. Increased patient engagement as they are able to verify services and captured data during encounter. Increased health ownership as they are able to affect their health record content. This drives a more accurate and complete patient health record that allows the provider to formulate better plans of care.

A woman with dark hair in a ponytail, wearing a light-colored striped t-shirt, is sitting and looking at her smartphone. She is positioned in front of a large window that looks out onto a green landscape. To her left, there is a white plant stand with several potted plants, including a large aloe vera. On the wall to the right, there is a poster that says "EAT FOOD" and "DO MUCH. MOSTLY PLANTS". A semi-transparent white box is overlaid on the left side of the image, containing text and icons.

How you can reduce nausea:



Content

Organizations

Services

13. Through patient validation, an opportunity for health education and connection to other health services exists, further pushing patient health engagement and behavior change for better health outcomes.