

GE Healthcare



The patient engagement platform for large healthcare organizations



Engage your patients online while working more efficiently.

At GE Healthcare, we know large healthcare organizations. We know how you work, what you need, the regulatory and industry changes you face.

Highly configurable and secure, Centricity™ Patient Online™ lets your staff and patients interact easily and efficiently at every stage of your workflow—via PC or mobile device—with an array of clinical and administrative self-service tools.

With this powerful portal, your patients stay engaged in their healthcare, and that can lead to better outcomes. Plus, you are better positioned to meet ARRA HITECH criteria for Patient and Family Engagement, and take advantage of Meaningful Use incentives.

The patient portal that flexes to meet your workflow requirements.

Your healthcare organization has invested time and money to optimize patient workflows. What you don't need is a patient portal that requires new tasks and more work. The most configurable patient portal in the large hospital and ambulatory practice market, Centricity Patient Online synchronizes with your existing workflows. When online communication is easier, you can improve patient access, reduce redundancies, and deploy your staff more effectively.

Your patients have gone digital. They're mobile. They're looking for healthcare information online. Join them there.

Centricity Patient Online lets you engage patients and their families in their healthcare with today's sophisticated interactive communications tools. Send secure text messages to mobile devices. Collect, route, and confirm patient data with customizable eForms. Use actionable alerts and reminders for both clinical and administrative matters. Schedule virtual online eVisits for non-urgent issues. Offer access to PCI-compliant online bill pay. Deliver education resources tailored to the patient's profile. And give role-based proxy access to those managing the care of family members or elderly relatives.

Customize, launch, and manage your portal with optimal flexibility.

With its modern architecture and customizable user interface, it's easy to make Centricity Patient Online your own. It complements and enhances your existing web platform, design, and brand. No other portal connects so tightly with the portfolio of Centricity solutions from GE Healthcare.



Interactive. Flexible. Configurable.

GE Healthcare helps your organization connect with your patients, from anywhere, at anytime, online, while enabling providers and staff to achieve new levels of productivity. It's all possible with Centricity Patient Online, the patient portal designed specifically for healthcare organizations of your size and scope.

Extend your workflows to the patient's home.

Date/Time	Provider	Department	Location
10/10/2011 7:00 AM	BAKER MD, DAVID	PRIMARY CARE	SOUTH CLINIC
10/10/2011 7:15 AM	BAKER MD, DAVID	PRIMARY CARE	SOUTH CLINIC
10/10/2011 7:30 AM	BAKER MD, DAVID	PRIMARY CARE	SOUTH CLINIC
10/10/2011 7:45 AM	BAKER MD, DAVID	PRIMARY CARE	SOUTH CLINIC
10/10/2011 10:00 AM	BAKER MD, DAVID	PRIMARY CARE	SOUTH CLINIC
10/10/2011 10:15 AM	BAKER MD, DAVID	PRIMARY CARE	SOUTH CLINIC
10/10/2011 10:30 AM	BAKER MD, DAVID	PRIMARY CARE	SOUTH CLINIC
10/10/2011 10:45 AM	BAKER MD, DAVID	PRIMARY CARE	SOUTH CLINIC
10/10/2011 11:00 AM	BAKER MD, DAVID	PRIMARY CARE	SOUTH CLINIC
10/10/2011 11:15 AM	BAKER MD, DAVID	PRIMARY CARE	SOUTH CLINIC

Direct scheduling

Offer two easy ways to schedule appointments.

Streamline appointment scheduling by letting patients request a specific day and time, or select an appointment that fits their schedule.

Let patients schedule their office visits directly online and eliminate on-hold delays, dropped calls, and telephone tag.

Subject: Mammogram Reminder
Category: Health Maintenance Reminders
Date: 10/4/2011

Your records indicate that it is time for you to have a mammogram. Please click **Request Appointment** to request a mammogram appointment.

Click **Send a Message** to submit a question about this reminder. A member of your provider's care team will respond back to you within 24 hours, except when the office is closed for weekends and holidays.

Click **Decline** if you do not want to request a mammogram appointment through this reminder.

Click **Back** to keep this reminder on your list and take action on the reminder at a later time.

- Decline
- Request Appointment
- Send a Message about this Alert

Actionable alerts and reminders

Engage patients online or on the move.

With Centricity Patient Online, you can send alerts and reminders to your patients' home or office computers, or via text messages to patients' mobile devices—efficiently, economically, and ecologically. This feature is significant for practices working towards a Patient-Centered Medical Home (PCMH) model, as well as those attesting for Meaningful Use.

Notify patients of events or issues based on any data point in your clinical or administrative system, and have them respond online.



Online bill payment

Speed bill review and payment.

Accelerate your revenue cycle and reduce days in accounts receivable. With Centricity Patient Online, patients can review their balance and pay their bills with MasterCard or Visa.

Patients can pay bills online in a single step, with credit card information sent directly and securely to the PA-DSS-compliant Centricity Business Credit Card module.

With Centricity Patient Online, your patients can make appointments, complete pre-visit forms, send and receive secure messages, pay bills, view lab results, update health information, and more.

You get fewer patient phone calls, your staff is more efficient—and you reduce costs while giving patients more control over their healthcare.

Why choose Centricity Patient Online?

Improve practice-side efficiency with advanced workflow capabilities.

Promote patient engagement with best-of-breed interactive communications tools.

Enjoy optimal flexibility for patient portal customization, rollout, and management.



Optimal flexibility facilitates portal customization, rollout, and management.

Easily build your brand online with Patient Online's flexible architecture and customizable user interface. No other portal integrates so deeply with GE Centricity solutions for fast, efficient rollout. The consumer-friendly user interface is easily customized to match and enhance your organization's brand and look. On-screen text can be modified on any page anytime, and links to documents or eForms can be placed on any menu. As more patients go digital, flexible Patient Online integrates easily within existing web platforms, for rapid deployment across any size enterprise.

Advanced workflow capabilities improve practice-side efficiency.

Leading the industry in the design of configurable patient portals for large hospitals and ambulatory practices, Patient Online synchronizes complex workflows with patients' important online tasks. Role-based task management features a secure practice-side user interface that matches perfectly to individual positions and responsibilities, so providers and staff can interact with patients in their native workflow via familiar screens and forms. These built-in efficiencies optimize clinic workflows, reduce redundancies, and ensure more effective staff deployment.

Best-of-breed interactive communications tools promote patient engagement.

Patient Online offers sophisticated interactive communications tools for engaging patients and their families in their healthcare. eForms make collecting and routing patient information fast and easy at all stages of the patient encounter—within existing pre-visit, in-clinic, or post-visit workflows. Actionable alerts and reminders can be sent to patient accounts based on information from the underlying EHR. eVisits can be bundled with relevant patient information and forms for collecting patient symptoms online. Patient Online also offers secure messaging capabilities, text messaging to any mobile device, and advanced self-service administrative and clinical tools.

Seven key questions leading healthcare organizations ask when evaluating a patient-engagement platform:

1. How can this portal position and differentiate our organization in the consumer market?
2. How will this portal help us meet and exceed Meaningful Use criteria for Patient and Family Engagement?
3. How will this portal help us meet CMS requirements for Patient-Centered Medical Home and Accountable Care Organizations?
4. Can a patient portal really help us reduce appointment no-shows?
5. Can a patient portal introduce new ways for our patients to engage with our providers and staff to enhance the quality of their healthcare?
6. Can this portal help us achieve revenue benefits such as faster claims turnaround time and reduced administrative workload?
7. Is our organization part of or are we thinking of initiating a Healthcare Information Exchange?

Contact your GE Healthcare representative today to learn more and to schedule a demonstration of Centricity Patient Online.

**Or visit our website at:
www.gehealthcare.com/patientonline**

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About GE Healthcare

GE Healthcare provides transformational medical technologies and services to meet the demand for increased access, enhanced quality and more affordable healthcare around the world. GE (NYSE: GE) works on things that matter - great people and technologies taking on tough challenges. From medical imaging, software & IT, patient monitoring and diagnostics to drug discovery, biopharmaceutical manufacturing technologies and performance improvement solutions, GE Healthcare helps medical professionals deliver great healthcare to their patients.

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