



WellSky brings you a new era of **patient engagement**, powered by Citus Health

Traditional communication methods between patients, staff, and referral partners often leads to phone tag, paperwork, and delays getting answers to people that need it the most. With the CareTend® Engagement Manager, powered by Citus Health, your home infusion or specialty pharmacy can move to a new era of patient engagement available right at your fingertips. Proven to increase customer satisfaction, lower costs, and improve therapy-adherence rates, your pharmacy is one step away from improving both your patient and financial outcomes.

Connect patients and staff members in real-time:

Equip your patients and staff with real-time, secure messaging capabilities that improve customer satisfaction and dramatically reduce your expenses.

- Provide instant answers to patients' questions through mobile-app or web-based messaging using any device
- Ensure that patients' incoming messages are escalated to the next level of management, if the patients' timeframe for a response aren't met
- Send group messages between staff for care team coordination and broadcast messages to patients for critical notifications that will affect more than one person (i.e., natural disasters)
- Send availability requests using masked messages to a group of nurses to coordinate patients' visits

Ensure compliance with secure messaging:

Rest easy knowing your internal and patient information is secure, using HIPAA compliant technologies that lock down your data using the tightest security standards in the healthcare industry.

- Customized security privileges within the application, based on job roles
- All interactions are logged and can be recalled, audited, redacted, or unredacted by authorized users; and progress notes can be automatically created after a chat occurs
- Connect your partners (physicians, nursing agencies, manufacturers, etc.) to the system with specific privileges

Streamline clinical and billing activity:

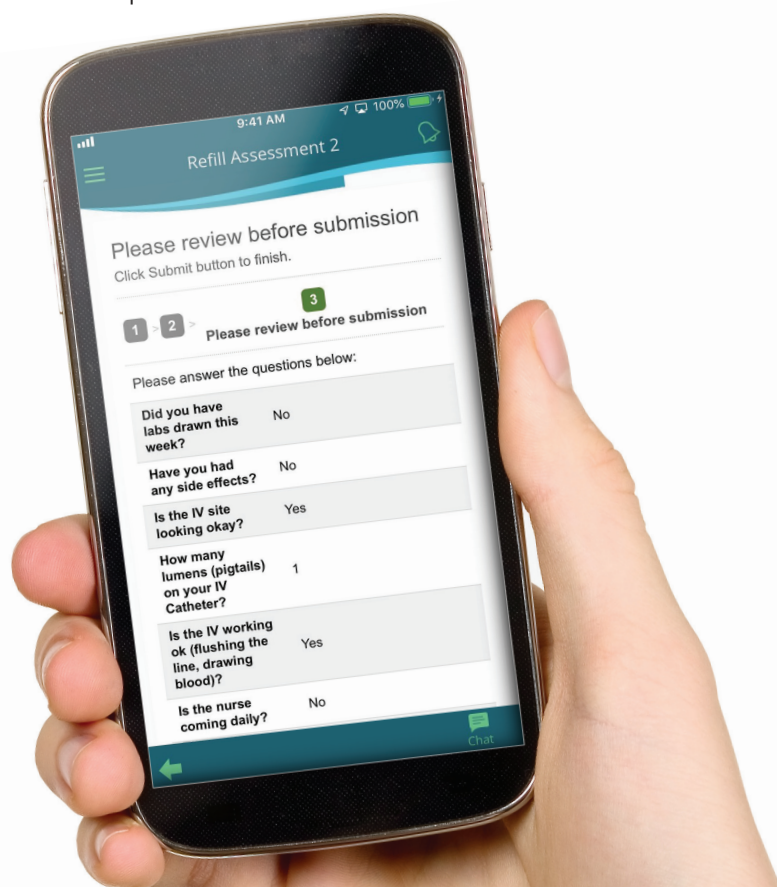
Transform your organization's existing assessments, compliance documents and billing into configurable best practice digital workflows to quickly send and receive vital clinical information from patients or partners.

- Eliminate phone tag and document chasing with digital, customizable assessments, delivery tickets and patient satisfaction surveys
- Easily obtain eSignatures from patients and physicians in real-time
- Therapy, payer and diagnosis driven workflows help onboard patients quickly

Improve communication with your patients:

Eliminate barriers to effectively communicate with your patients using on-the-go technology that works with any smart device or web browser wherever you are, and with any patient, regardless of language.

- Automatically translates messages sent and received in 90 languages
- Instant push notifications are displayed on devices to encourage real-time response between staff and patient
- Video chat with patients to troubleshoot concerns remotely, saving on call costs, learn of new symptoms, side effects, and additional care required



Get started today! Contact your WellSky representative to learn more or schedule a demonstration.

wellsky.com | 1-855-wellsky | sales@wellsky.com