

# Stay connected to patients with **McKesson VerbalCare™**



## Better communication. Better patient experience.

With McKesson VerbalCare™, you can connect to patients wherever they are and guide them on the path to better health. This mobile app keeps the lines of communication open so you can make sure patients are getting the support they need to follow doctor's orders. Not only does VerbalCare help improve reimbursement, it frees up more time for you to focus on other areas of your business.

### *VerbalCare lets you*

- Remind patients to schedule their next doctor's appointment and follow up to confirm they went
- Create personal messages to the patient that can be sent automatically
- Get patient feedback from patient satisfaction surveys you can customize yourself
- Automate patient re-supply requests to ensure timely product delivery



*Connecting with patients through this automated technology gives them a better experience, as well as helps to reduce your operational costs.*



## *VerbalCare makes your job easier in so many ways*



### **Increased revenue**

- Grow referrals by showing how smart communications technology improves patient outcomes
- Speed up billing and reimbursement by updating insurance changes



### **Seamless communication**

- Create and automate personalized messages for different points on the patient care journey
- Send appointment reminders to make sure patients are keeping up with their therapies
- Automatically notify patients of resupplies so they don't have to pick up the phone
- Two way communication allows providers and patients to communicate regarding critical health needs, product inquiries & technical support



### **Faster response times**

- Provide quick answers by addressing questions in real time
- Capture signatures to get patients their products and paperwork faster



### **Helpful education**

- Give patients easy access to information about their product, disease, medication and/or device
- Quickly troubleshoot issues by sending patients useful educational materials



### **Greater satisfaction**

- Give patients better service by quickly getting them the information they need
- Improve how you do business with feedback from customizable patient satisfaction surveys



### **Vendor connectivity**

- Automate patient data from your billing platform
- Consolidate patient data from your other technology platforms
- Confirm eligible product reorders
- Automate patient data from your billing platform



## *Help your patients stay compliant*

**With VerbalCare, you can improve patient compliance to their therapy and automate refill inquiries.**

- Alert patients when it's time to reorder supplies to ensure they stay on track
- Send automated clinical assessments to patients and monitor their progress
- Share easy-to-access educational content about supplies, medication and condition



## *Better communication begins now*

Learn how VerbalCare can make a difference for your patients and your business.

Schedule a demo with your McKesson Medical-Surgical Account Manager, or call us at 855.571.2100.

# McKESSON

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<https://mms.mckesson.com/content/services-tools/patient-engagement/mckesson-verbalcare/>

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