Patient Self-Service

Streamline patient check-in experience, reduce nurse's burnout, and improve patient throughput and safety

Clinician burnout is a severe and widespread problem in healthcare, exacerbated by pandemic conditions and, most recently, unprecedented workforce shortages.

MazikCare Care Path **Patient Self-Service App** provides patients with a flexible check-in experience, which increases patient satisfaction, reduces the burden on clinical staff, and improves patient collections.

Reduce the burden on the care team and increase clinical workforce capacity.

Patient Self-Serve App features:

Modern check-in experience
Empower patients to check in for an appointment anywhere on any device in a secure way

Granular consent & preference management
Automate the creation and management of patient consent directives and granular consent management

Insurance verification
Capture and verify patient insurance details to ensure up-to-date insurance information

Simplified payment processing
Improve patient revenue by streamlining patient collections for outstanding balances and co-pay.
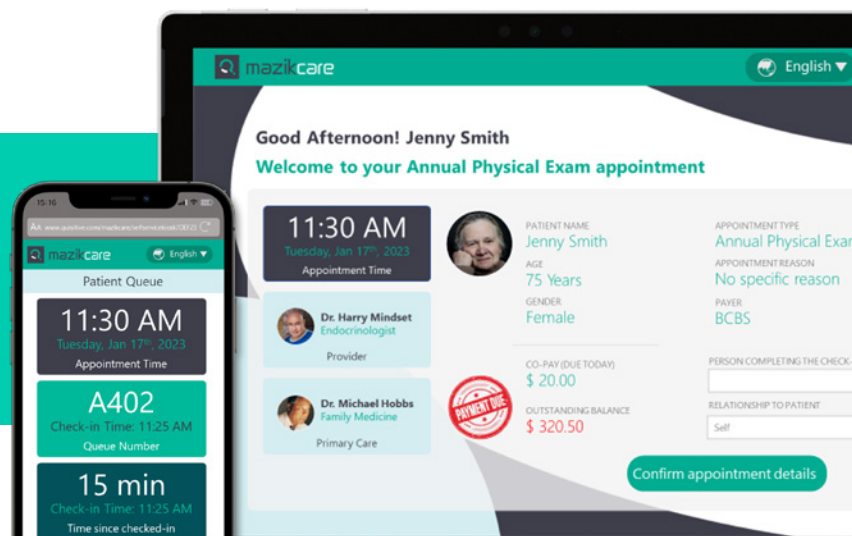
Bi-direction EMR connectivity
Seamless bi-directional data integration with the EMR platforms to improve consistently information

Multi-language
Support 11 different languages to ensure patient satisfaction, safety and compliance

Patient self-service kiosks **save an average of 6 minutes** of clinical staff time for each patient appointment.
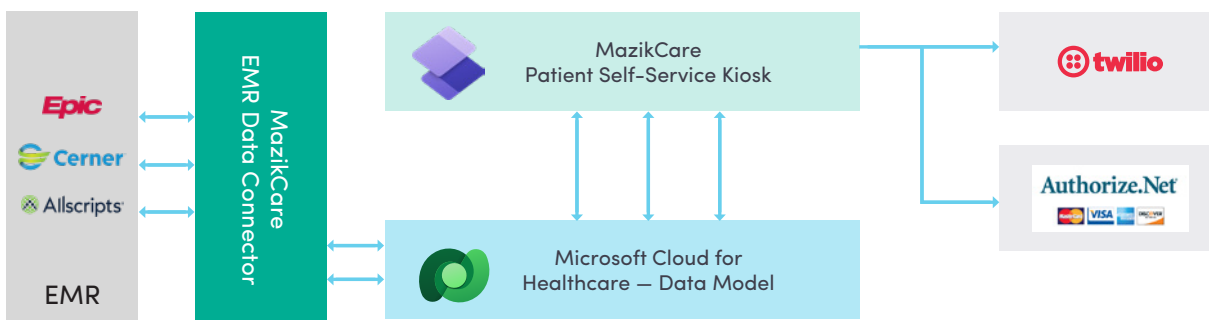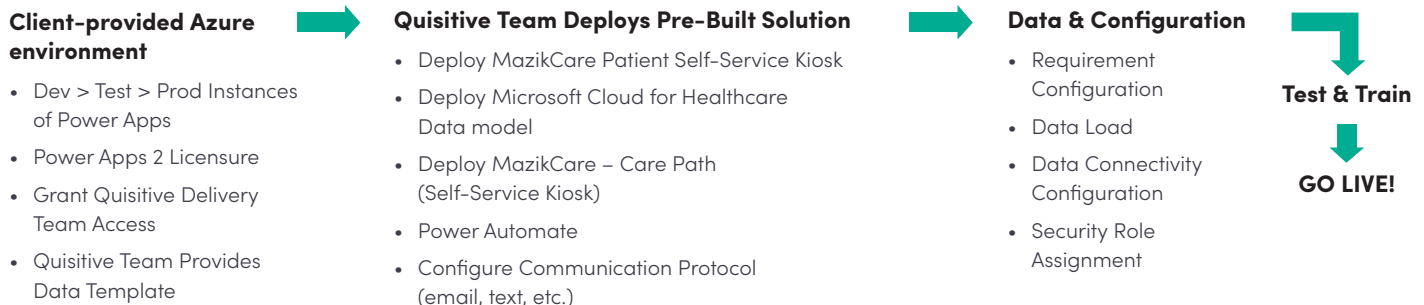
MazikCare Care Path Patient Self–Service

Improve Patient Engagement & Satisfaction with MazikCare Care Path

BEFORE VISIT
- Patient marketing
- Patient portal
- Patient self-scheduling
- Appointment reminders
- Patient history

DURING VISIT
- Patient check–in
- Patient consent
- Patient insurance
- Patient payments
- Queue management

AFTER VISIT
- Patient reported outcome
- Patient activation
- Patient follow up
- Patient satisfaction
- Patient care coordination

Patient Self-Service App – Architecture

EMR
- Epic
- Cerner
- Allscripts

MazikCare EMR Data Connector

MazikCare Patient Self-Service Kiosk

Microsoft Cloud for Healthcare — Data Model

twilio

Authorize.Net

Patient Self-Service App – Implementation

Client-provided Azure environment
- Dev > Test > Prod Instances of Power Apps
- Power Apps 2 Licensure
- Grant Quisitive Delivery Team Access
- Quisitive Team Provides Data Template

Quisitive Team Deploys Pre-Built Solution
- Deploy MazikCare Patient Self-Service Kiosk
- Deploy Microsoft Cloud for Healthcare Data model
- Deploy MazikCare – Care Path (Self-Service Kiosk)
- Power Automate
- Configure Communication Protocol (email, text, etc.)

Data & Configuration
- Requirement Configuration
- Data Load
- Data Connectivity Configuration
- Security Role Assignment

Test & Train

GO LIVE!

MazikCare Healthcare Cloud Platform

MazikCare Care Path empowers patients and providers to collaborate on comprehensive care plans, access health services, and promote better health outcomes. Part of Quisitive's MazikCare Healthcare Cloud Platform and powered by Microsoft Dynamics 365 and the Power Platform, Care Path is available from Day 1 to boost engagement, reduce burnout, and improve care delivery.

Get in touch **ask@quisitive.com**

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