

## Patient Engagement Capabilities: Epic MyChart & Relatient

Epic MyChart primarily uses email and app notifications to engage patients that are registered on MyChart. Relatient integrates to provide a wrap-around solution to engage patients who haven't adopted MyChart or who prefer text and telephone calls. Relatient enhances and promotes Epic capabilities to patients so healthcare organizations can drive better MyChart adoption, better Epic ROI, and more efficient workflows around provider schedules. Additionally, Relatient provides a unified patient communication platform to help patients seamlessly navigate their outpatient experiences, from messaging to scheduling, registration, and billing—Relatient can help healthcare organizations big and small make the most of their Epic and MyChart investments.

Epic MyChart ● Relatient ●

AUTOMATED PATIENT OUTREACH	EMAIL	TEXT	CALL	REQUIREMENTS
<b>Appointment Reminders</b>				
Appointment Reminders	● ●	● ●	● ●	● Bi-directional text notifications through 3rd party only
Appointment Recalls	● ●	●	●	
No-Show Engagement	● ●	● ●	●	
After Visit Summary	● ●	●	●	
Appointment Confirmation	●	● ●	● ●	● Bi-directional text notifications through 3rd party only
Scheduling Ticket	● ●	●	●	
Status Updates: Scheduled, Changed, Canceled, Missed	● ●	●	●	
Temporary Feature Notification	● ●	● ●	●	
Video Visit Reminder	● ●	●	●	● Must download ZOOM to use telehealth in MyChart ● MyChart email notification is mandatory
Wait List Offer	● ●	●	●	● Provider must use Epic Fast Pass
<b>Messaging</b>				
Broadcast Messaging	● ●	●	●	
Two-Way Patient SMS Chat		●		
Secure Messaging		●		
Link to Patient Forms & Questionnaires	● ●	●	●	
Messages	● ●	●	●	● 2-way email communication available within MyChart
New Message	● ●	●	●	● Available within MyChart

AUTOMATED PATIENT OUTREACH	EMAIL	TEXT	CALL	REQUIREMENTS
<b>Surveys</b>				
Post-Visit Feedback	● ●	● ●		● Text notifications with links are through 3rd party only
Link to Online Reviews	● ●	● ●		● Text notifications with links are through 3rd party only
<b>Health Campaigns</b>				
Health Information	● ●	●	●	
Health Maintenance Reminder	● ●	●	●	
Prescription Ready	● ●	●	●	
Research Study Invitation	● ●	● ●	●	● Text notifications with links are through 3rd party only
Test Result	● ●	●	●	
Vaccine Information	●	●	●	● Information stored within MyChart
<b>Billing*</b>				
Billing and Insurance Updates	● ●	●	●	● Must receive paper mail notification
Estimate Ready	●			
Payment Processed	● ●	●	●	● Must receive paper mail notification
Upcoming Payment Reminder	● ●	●	●	
Statement Available	● ●	●	●	
Patient Balance Messaging	●	●	●	
Payment Processing	● ●	●	●	

*MyChart mobile phone app push notifications will deploy when a new message is available to view within your MyChart account. MyChart mobile phone app push notifications setting must be turned on.*

*\*Relatient paper statements available upon request.*