

PROVIDER MESSAGING

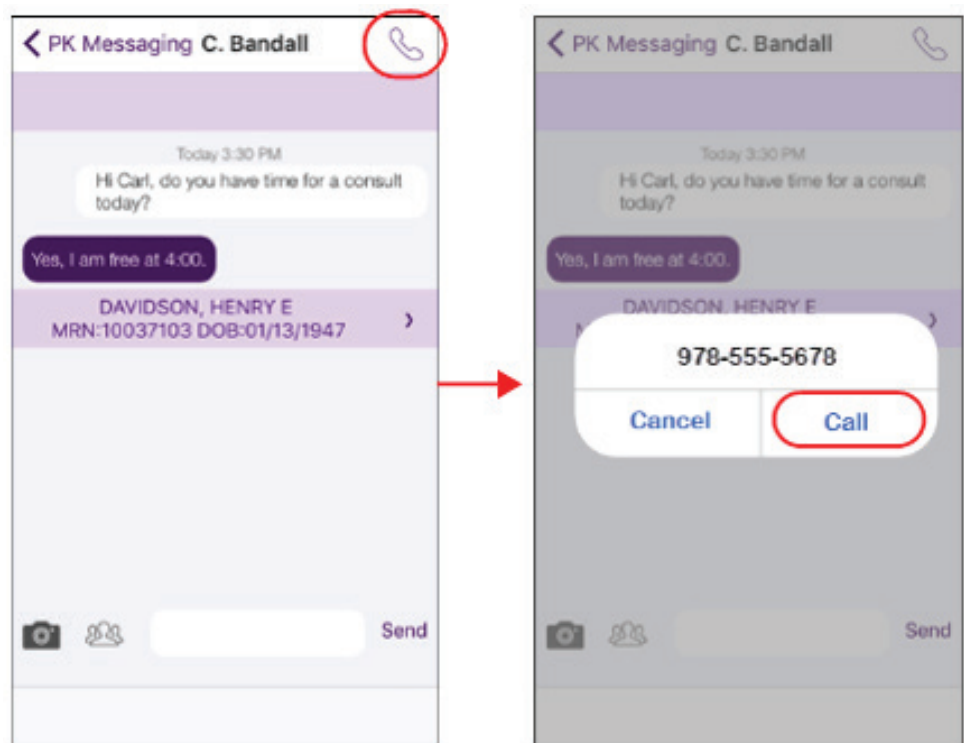
PatientKeeper's secure messaging lets providers communicate instantly within their familiar electronic work environment

PatientKeeper® Messaging™ is a secure, real-time communication tool integrated within PatientKeeper's mobile and web-based applications that enables text chat among providers and other users.

Instant messaging is a way for physicians to save valuable time, since it helps avoid phone tag and other communication bottlenecks. Providers quickly can share necessary information with appropriate details, including photos and links to patient records, enhancing patient care and safety. And *secure* messaging is vital for HIPAA compliance. Providing all this within the PatientKeeper environment adds another valuable piece of functionality for physicians and the extended care team.

Product Highlights

- Chat-based messages allow real-time communication among providers and other users
- Secure messaging infrastructure safeguards protected health information
- Text messages, photos, and patients can be sent through a message
- Notifications inform providers when they have received new messages
- Read status shows whether the receiving user has seen the message
- Providers can quickly place a phone call to the user they are messaging with
- Messages are not permanently retained as part of the patient record



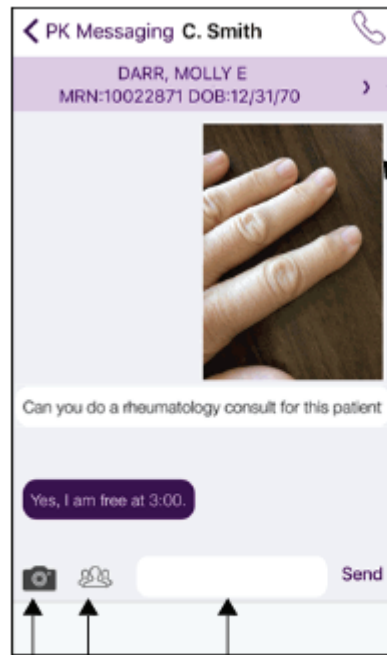
PatientKeeper Messaging call-back screen

Workflows that benefit from PatientKeeper's secure messaging

- Provider-to-provider consult requests
- Provider-to-provider messages specific to a patient – e.g., request to call family, status update
- Provider-to-provider messaging *not* specific to a patient – e.g., weekend coverage, who is on call
- Lab tech-to-provider communication about critical lab results
- Biller-to-provider questions about charges
- Provider-to-administrator PatientKeeper support

Features of PatientKeeper's secure messaging application

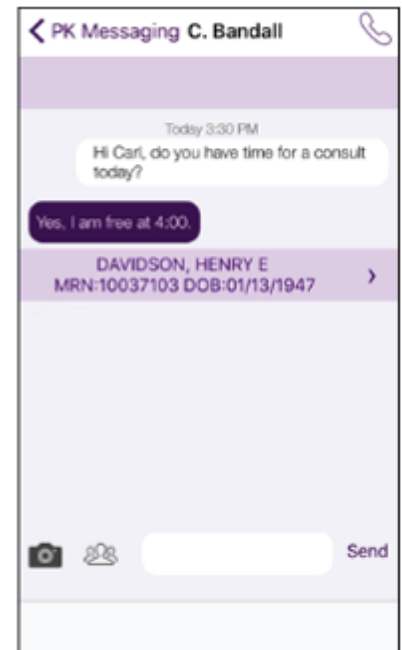
- Send a message to any other user
- Send a text message, a photo, or a link to a patient
- Call-back feature allows calling the user who sent a message
- Receiving users automatically get notified of incoming messages; on PatientKeeper's mobile platform, standard push and in-app notifications are used
- Within a conversation thread, status indicates whether a message has been read by the receiving user



Messages can include a patient link or a photo, in addition to text.

Buttons to add a photo or a patient link.

Field to enter the text of your message.



A PatientKeeper Messaging user can send a patient from his or her patient list to another user so they immediately can access that patient's clinical record, providing valuable context for the message.



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About PatientKeeper

PatientKeeper® Inc. is the leading provider of healthcare applications for physicians. PatientKeeper's highly intuitive software streamlines physicians' workflow to improve productivity and patient care. PatientKeeper provides highly intuitive software that streamlines physician workflow to save physicians time and improve patient care. Currently the company is developing an innovation platform to make IT an indispensable tool for 21st century clinical care. PatientKeeper's software integrates with many existing healthcare information systems to effectively support healthcare providers in adopting technology, meeting MACRA requirements, and transitioning to value-based care. PatientKeeper has more than 65,000 active physician users today.

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