

# The WithHealth® Patient Story

Introductory emails, doctors' visits, actionable plans, logistical questions. From the very first moment a patient engages with our team, WithHealth is committed to making their experience positive, personal and proactive.

## Meet Jessica

Jessica frequently gets sinus infections. If they are not dealt with early and comprehensively, they result in more doctors' visits, multiple prescriptions, and a longer period of discomfort and frustration (not to mention more money out of pocket). One day, after a mild cold, she wakes up to the telltale signs of an infection coming on. However, since she is now a member at WithHealth, she doesn't have to wait for two hours at a clinic or several days to see her family doctor. She can deal with the issue proactively and immediately.

She logs onto **The WithHealth Portal** and visits her message center to contact a Care Coordinator. Over chat, she explains the situation. The Care Coordinator works with her to determine next steps, which could be:

- Escalate chat to a WithHealth clinician for further review, during which the issue might be quickly resolved entirely through chat
- Recommend patient schedule an Appointment and assist them in scheduling and confirming that clinician visit

If an appointment is scheduled, Jessica will be sent an intake form to complete, which will be entered into the WithHealth electronic health record. Jessica also receives an electronic reminder to ensure she does not miss her appointment. When it is time for the meeting with the clinician, she logs into Zoom for her consultation.



During the telehealth consultation, the clinician takes digital notes about Jessica's symptoms, her medications and home remedies, and her history with sinus infections, as well as her and overall health. These records are stored on the patient portal, should Jessica want to review them at any time. The clinician then comes up with an action plan to treat the infection.

The appointment is marked as completed by the clinician or care coordinator and Jessica's credit card of choice, which she has already registered on the portal, is automatically charged the price of the visit. Jessica can always see her invoices and receipts in the patient portal by visiting the billing section.

Following the appointment, Jessica receives a message that links to the visit summary, where she can review recommendations on how to treat her sinus infection and receive confirmation that a prescription has been sent to her pharmacy of choice and will be discounted by the WithHealth Network.

**Jessica can go about her day knowing that she received expert care quickly, from someone with a full background on her health in general and this issue in particular, without hours of waiting, a trip to the doctor, or an unexpected co-pay or follow up invoice from a hospital or clinic.**