PATIENT ENGAGEMENT

Powered by OTech™

The digital OTech platform supports patient engagement solutions that guide patients through the intake process via secure, web-based check-in or in office through tablets and kiosks. Real-time, two-way updates into the nation's leading EMR and PM systems allow for greater efficiency, reduced costs, improved cash flow, safeguarded PHI, and increased patient satisfaction. Administrative burdens are alleviated while also eliminating redundancies in data entry, saving more time for treating patients.

Appointment Scheduling

24/7 access for patients to book appointments online through any internet-ready device. Patients select clinic-configured providers, locations, and appointment types to identify available times and receive appointment confirmations upon booking. (NextGen only.)

Patient Check-In

Web-based, contactless registration and check-in anytime, with no app download or portal account needed (or in-office check-in via secure and configurable kiosks or tablets). Includes real-time notifications for staff, email or text appointment reminders, MU data collection, and patient satisfaction surveys.
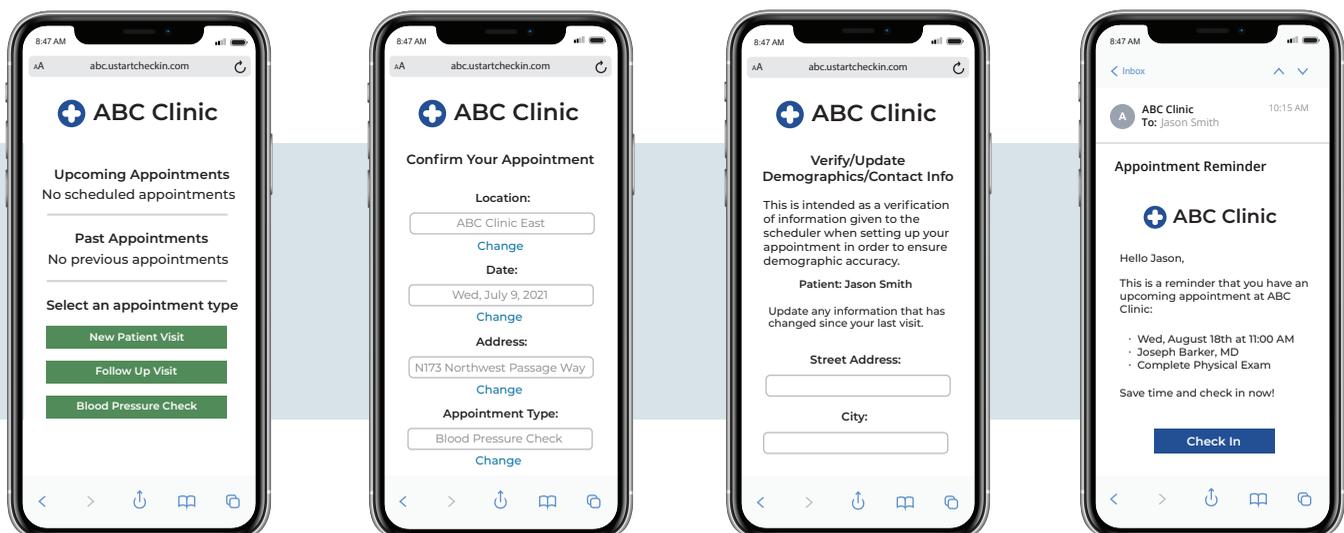
Customizable Intake Forms

Patients can view, complete, and sign forms electronically or on-demand during a contactless, digital registration process. Clinic forms are automatically saved directly into EMR or PM systems, with custom workflow configurations for improved efficiency in a paperless solution.

Patient Payments

OTech collects co-pays, due balances, budget plans, sliding fee scales, and bad debt - all during self-check-in through an integrated credit card reader.

Example steps of the intake process shown. HealthMark's OTech software integrates with the following EMR systems: NextGen, Athena, Greenway, Epic, and Allscripts.