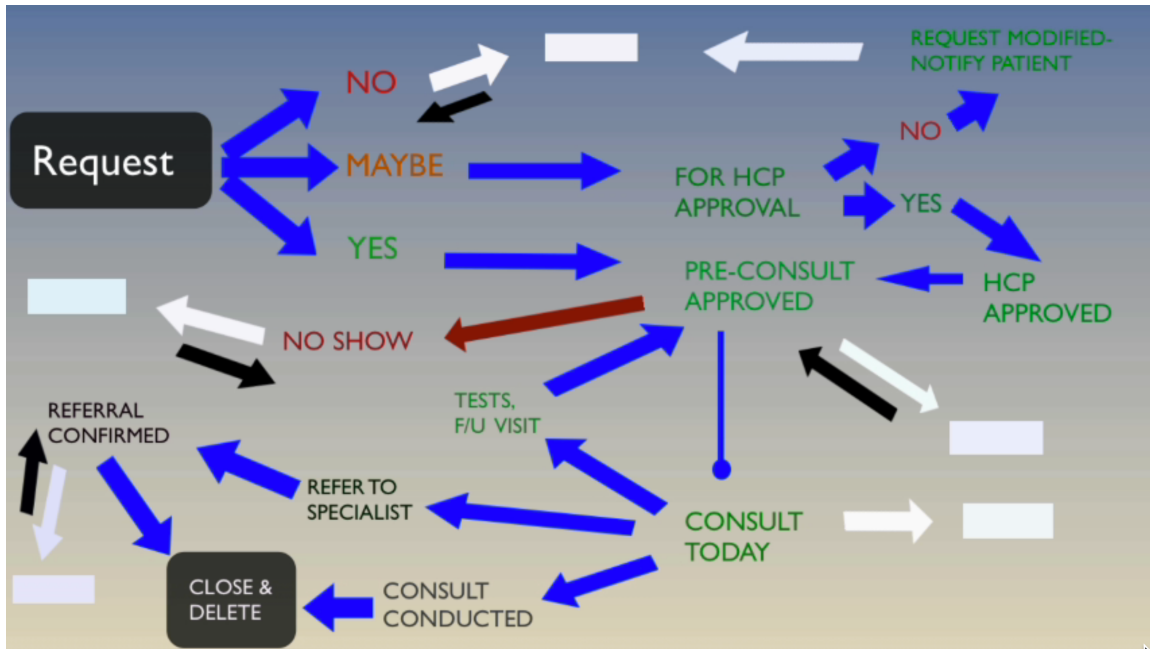
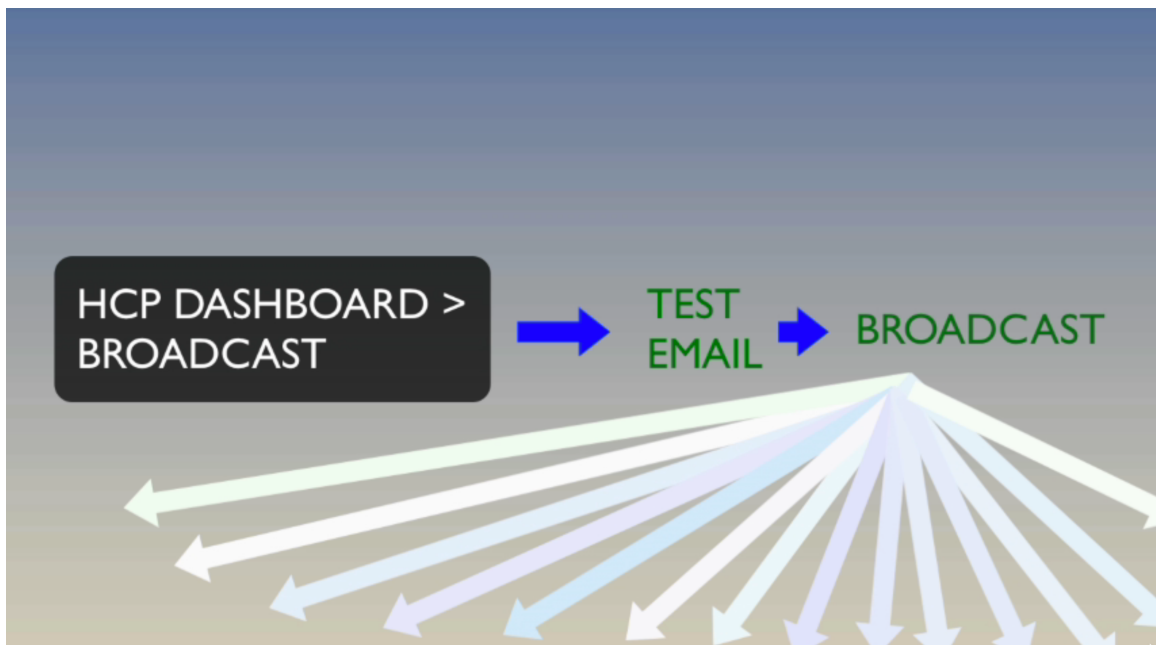
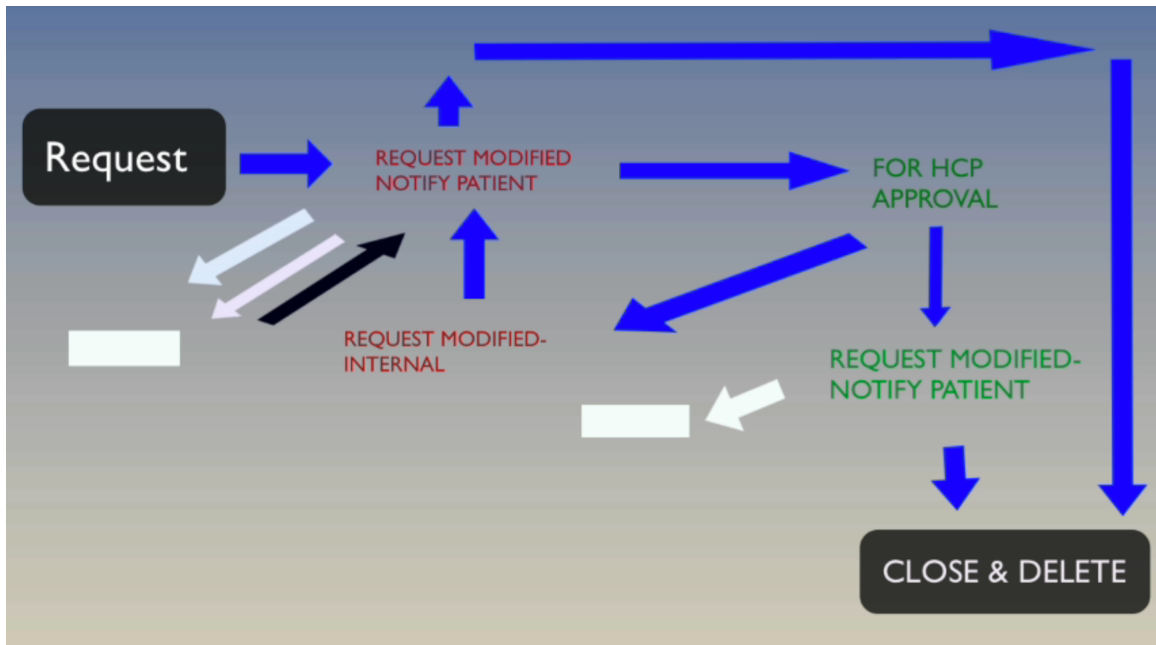


T- OVERVIEW OF PORTAL COMMUNICATION





This is a graphic representation of how Consult*STAT*-Triage acts as a full communication platform.

Part 1: Scheduling

Within the Portal, HCP's can broadcast to all patients, schedule individual appointments and advise their patients.

First let's look at the scheduling function. This emulates the traditional patient - medical office telephone interactions.

A patient's request for an appointment can generate three potential outcomes. If the secretary is uncertain, she refers the Request to the HCP.

If the HCP declines the appointment request or has an alternate solution, he posts it and an email notification to the patient is generated. A declined appointment generated from the secretary's screen similarly triggers an email notification. Acceptance of the appointment request by the secretary or HCP creates an email notification to the patient.

On the date of office visit appointment or of the eConsult, a reminder notification is generated. If the patient doesn't appear for the appointment, the secretary triggers a "No-Show Discussion" notification to attempt to salvage the appointment and reschedule it.

The office visit can result in a Consult Conducted status, meaning there is nothing to do other than print the PDF, close and delete the Request.

The office visit may alternatively require a follow up visit, pending other tests and procedures, or a referral to a specialist.

Once the specialist referral is confirmed, the secretary triggers a notification to the patient and requests that the patient close the Request. The patient can then respond to most post statuses. Once the patient finishes dialoguing and closes the Request, the secretary deletes it from the Portal's database.

Part 2: Advice

Now let's look at the advice function. The secretary can handle many requests for information or advice directly. Her post generates an email notification to the patient. Requests that require the HCP's intervention are referred to him or her. The HCP can post advice directly on the patient's thread or request that the secretary post the information. The secretary's post generates an email notification to the patient. The patient can then respond to the secretary's post. When the patient indicates that the transaction is complete, the secretary deletes the Request from the database.

Part 3: Broadcast

Finally, let's look at the broadcast function. This permits the HCP to broadcast the same message to all of the Portal's members simultaneously. Each message is an actual email

sent to the member's Gmail inbox. It can be sent from the Portal directly via a dedicated email delivery service such as SendGrid, or integrated with the health care provider's existing autoresponder service. The broadcast feature is an optional upgrade to Consult*STAT*-Triage, as described in the previous module