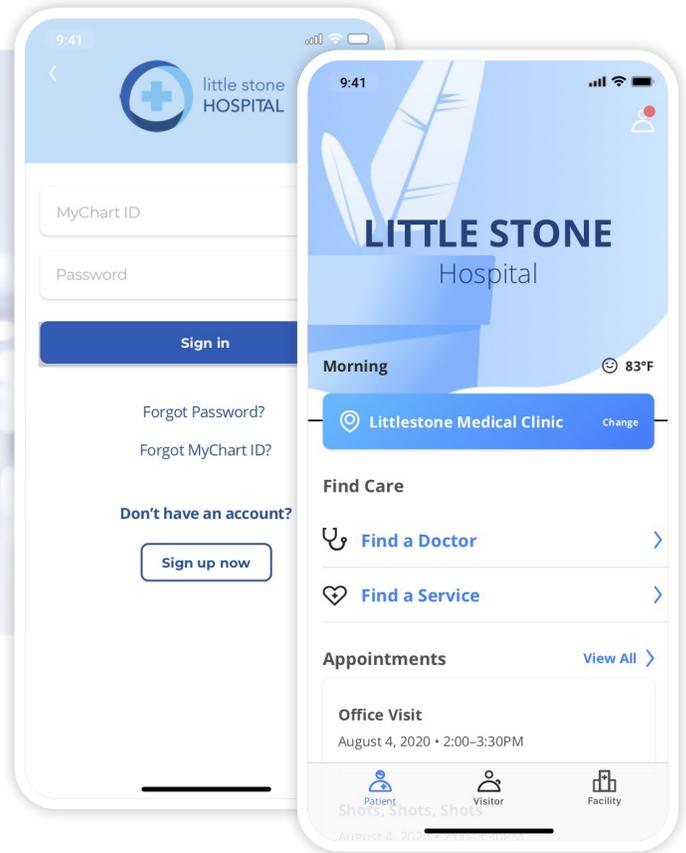


# YOUR KEY TO A DIGITAL FRONT DOOR

An end-to-end mobile solution serving your patients, visitors and staff.



## FEATURE OVERVIEW

In today's consumer-driven world, healthcare is no longer the exception. Patients now conduct research and read reviews prior to deciding upon and visiting a healthcare facility. Not only that, they are accustomed to and demand easy access to accurate, current and complete information from the comfort of their mobile device.

Phunware's feature-rich mobile app solution enables healthcare providers to elevate the patient journey while optimizing operational and staff efficiencies, lowering costs and boosting revenue. Using cutting-edge mobile technology, this innovative, brandable solution provides real benefits that bring your facility to the future of healthcare.

## ENHANCE THE PATIENT AND VISITOR EXPERIENCE

### 1 Electronic Health Record Integration - Epic and Cerner

- a. **Patient portal** - Deliver important information and tools directly to the patient.
- b. **Appointment scheduling** - Book new and existing patient appointments. Send reminders and eliminate missed appointments.
- c. **Bill pay** - Give patients direct access to easily view, manage and pay their bills. Prompt payments when bills are due.

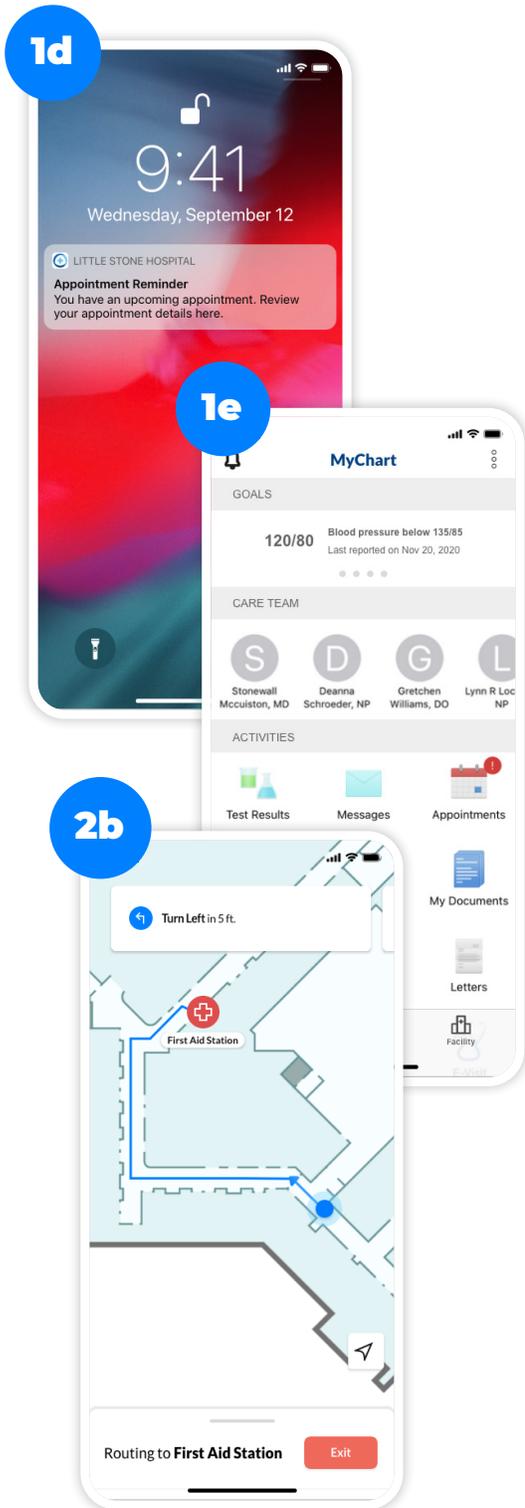
### A Fully Integrated Phunware Solution

Integrating your EHR is more than offering the same EHR features within the mobile app. Using our location-based services and mobile engagement functionality, we are able to use your patients location and EHR data to create a more personalized experience before, during, and after their visit to your facility.

## GET STARTED TODAY!

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## ENHANCE THE PATIENT AND VISITOR EXPERIENCE (CONT'D)

- d. Alerts and reminders** - Notify and remind patients about upcoming appointments and prompt navigation to the facility.
- e. Test results** - Communicate test results quickly, directly and securely to your patients.
- f. Prescription refills** - Allow prescription refill requests and progress tracking.
- g. Pre-visit forms** - Send all necessary paperwork to be completed prior to the patient's appointment.
- h. Direct messaging** - Facilitate direct communication between patients and facility staff.

## 2 Location-based Services

- a. Static wayfinding** - Provide turn-by-turn directions around the facility within the app or on desktop. (Web solution available for kiosks and digital signage.)
- b. Real-time wayfinding** - Enable blue-dot, GPS-like indoor navigation that allows patients and visitors access to interactive maps that route them to their locations in real-time by using their actual position.
  - i. When an appointment reminder is triggered, the user may use this feature to navigate directly to the facility and to the destination of their appointment.
- c. Map editor portal** - Edit, manage and update facility maps to reflect construction, facility closures, accessible routes and other site changes, without developer resources.
- d. Express check-in** - Draw a geofence around parking lots and trigger staff workflow as patients enter the facility.
- e. Asset tracking** - Track equipment and assets in real time and navigate to them.
- f. Patient and staff tracking** - Allow patients and staff to share their location and navigate to one another.
- g. Visitor experience feedback** - Prompt a short survey after the patient's appointment to garner key feedback on their experience at your facility.

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**ENHANCE THE PATIENT AND VISITOR EXPERIENCE (CONT'D)**
**3 Mobile Engagement**

Send personalized alerts and promotions to patients and visitors based on their location or attributes.

- a. Broadcast campaigns** - Send a notification to your entire user base to notify them of large events such as a donation drive.
- b. Geofence campaigns** - Send notifications to select locations such as allergy warnings in affected cities or zip codes.
- c. Beacon campaigns** - Send notifications when patients and visitors visit a specific area within your facility such as offering coupons when they enter a gift shop.
- d. Dwell time monitoring** - Interact with patients and trigger different messages based on how long they have been in a specific area, such as a waiting room or cafe.

**4 Virtual Visits**

See your patients over HIPAA-compliant video with full reimbursement to help patients stay healthy at home, while minimizing patient leakage.


**Eligibility Checks**

**Streamlined Reimbursement**

**Co-Pay Collection**

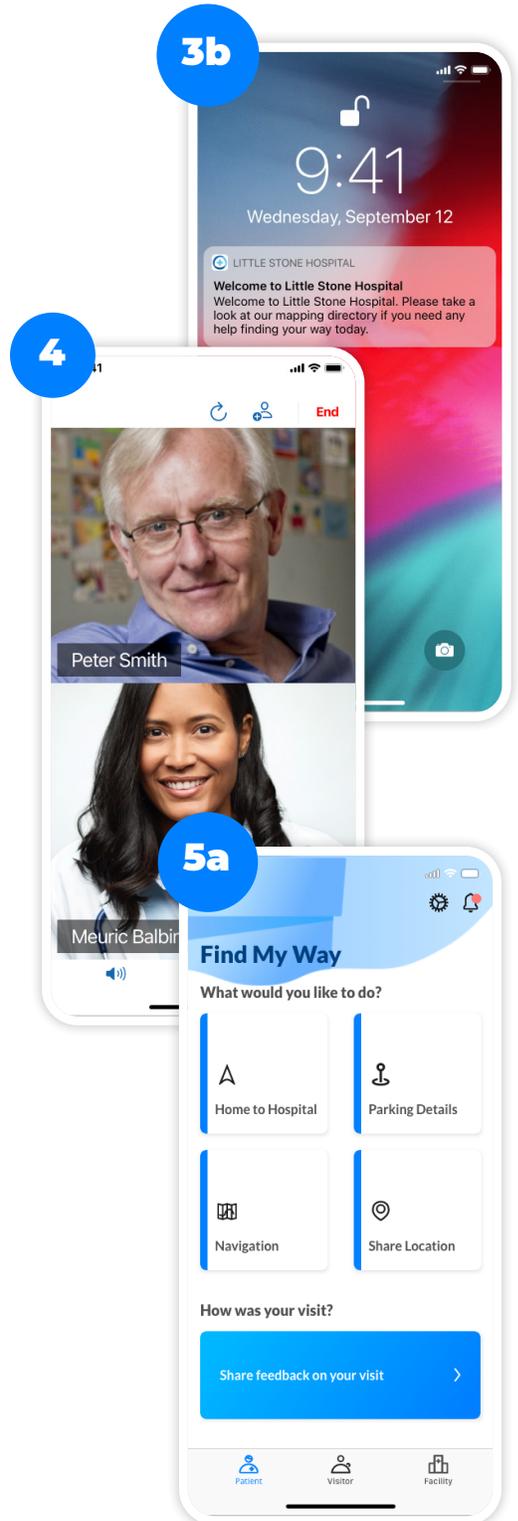
**Automated Patient Workflow**

**Patient Notifications**

**EHR/PM Integration**

**Customized Clinical Protocols**
**5 Other Features.**

- a. Parking reminders** - Allow users to drop a GPS pin, take photos and notes or record a voice memo.
- b. Directories** - Display contact and navigation information about departments, wards, gift stores, cafeterias and other points of interest.


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## ENHANCE THE PATIENT AND VISITOR EXPERIENCE (CONT'D)

- c. Analytics** - Get engagement, retention or custom analytics to improve app experiences and optimize workflows.
- d. Content management** - Easily make changes to app content in the cloud.
- e. Urgent Care and ER Wait Times** - Alert potential patients about approximate wait times in the facility's Emergency Room and Urgent Care Facilities.
- f. Ride solutions** - Offer ride solutions to your patients.
- g. Donations** - Allow donations to be made seamlessly and securely from any location.



## HOW WE WORK WITH HEALTHCARE FACILITIES

Phunware has created mobile experiences for some of the world's most respected brands, including some of the largest healthcare facilities in the United States. We work with customers throughout the entire application lifecycle, from strategy and ideation to application maintenance.

- 1. For hospitals without an existing mobile app** - We provide healthcare-specific app templates that are completely customizable and packed with common features right out of the box.
- 2. For hospitals with an existing mobile app** - We provide Phunware modules a-la-cart that are easily integrated into an existing app.
- 3. For hospitals wanting advanced features and/or a custom user interface** - We offer completely custom solutions that are created by Phunware's Professional Services team.

## BENEFITS OF THE PHUNWARE PLATFORM

- Cloud-based patient engagement and staff management platform provides enterprise-class reliability and scalability worldwide.
- Updates are made in the cloud and automatically pushed to users without requiring the application to be republished in the app marketplace.
- Multiscreen capabilities allow consistent content and updates across mobile, web and tablet-based kiosks.
- Hardware-agnostic software works with multiple hardware providers and supports location technologies including Wi-Fi, physical and virtual BLE beacons and even VLC (visual light communications).

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## PHUNWARE + EHR INTEGRATION

Most healthcare systems see an EHR as a front door. However, it does not give you the full functionality of a Digital Front Door and only provides the services from the EHR, which means the user still has to log into the hospital website or another app, and does not provide the best user experience. With a Phunware powered digital front door you have the EHR integrated into the app along with mobile engagement, location based services, content management, analytics and a design that is flexible in branding.

In App Feature	EHR	Phunware + EHR
Schedule Appointments	✓	✓
Tap to Call Button	✓	✓
Pre-visit Forms	✓	✓
Access Bill Pay	✓	✓
Access medical records	✓	✓
Test Results	✓	✓
Prescription Refills	✓	✓
Share Medical Records	✓	✓
Connect with a doctor	✓	✓
Parking Reminders	✗	✓
Appointment Feedback	✗	✓
Appointment Notifications	✗	✓
Hospital Directory	✗	✓
Hospital Navigation	✗	✓
Event Notifications	✗	✓
Dwell Time Monitoring	✗	✓
Optimized Mobile Branding	✗	✓
Single App Sign On	✗	✓

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