



Sequence Health Overview

Patient Engagement Solutions

155
clients

17+
Years of healthcare
innovations

Clients in
43 states

45%
Of our clients are hospitals

45%
Of our clients are practices

10%
Of our clients are surgery centers,
device manufacturers and
pharmaceuticals



Comprehensive Solution

Integrated Marketing Solutions to Drive Patient Conversions

Connect

Website Design & Development

- Responsive Design
- Optimized for all Mobile Devices
- Engaging User Experience

Digital Marketing

- Search Engine Optimization (SEO)
- Pay-Per-Click Ads (PPC)

Advertising

- Television
- Radio
- Online Advertising
- Print
- Billboard

Social Media Advertising

Re-Engagement Campaigns

Convert

Online Seminars

- Slide Based
- Slide Based with Video Insert
- Full Custom Video
- Professional Voice Over Talent
- Multi Lingual
- Scripting/Storyboarding
- Certificate of Completion

Educational Videos

Engagement videos throughout care pathway

Video Production

- Full Production services (pre-production, video production, post-production)
- Handle all video shoot logistics and go on site for shoot
- Professional Voice Over Talent
- Digital Advertising
 - Social Media video ads
 - Website videos

Manage

Healthcare CRM/EMR Integration

- Lead & Patient Tracking
- Seminar Management
- Support Group Management
- Appointment Management
- Automated Engagement
- Patient Care Coordination
- Reminders
- Surveys

Medical Call Center 24x7

- Patient Care Coordinators
 - Handle Inbound Calls
 - Appointment Scheduling
 - Appointment Reminders
 - No Show Follow-Up
 - Warm Transfers
 - Insurance Verification
- Nurse Line
 - Triage
 - Prescription Refills
 - On Call
 - After Hours

Patient Portal

- Integrated in Client Website
- Appointments and Payments
- Ongoing Video Education based on Step of Care
- Customized Lab Results

Telehealth

- Integrated with Client Scheduling Book with Credit Card Processing
- Desktop, Tablet and Phone Compatible
- HIPAA Compliant
- High Definition Video

Chronic Care Management

- Enrollment
- 20 / 40 / 60 minute Phone Encounters Recorded in the Client EMR
- Annual Wellness Visits

Sequence Health Supports Many Leading Healthcare Systems



Sequence Health Contact Center

- Contact Center Headquarters:
Cullman, Alabama
- In January 2018 – We moved from Atlanta to our brand new state of the art facility.
- 160 seat facility team members (includes agents, Phone RN's, and Leadership).
- Expansion capability of an additional 200 seats for a total of 360.



Contact Center– Service Levels and Models

Service Levels

- Your patients are our number 1 priority
 - Level 1 – 70% Answered in 30 seconds / <4% Abandon Rate
 - *Level 2 - 80% Answered in 30 seconds / <2% Abandon Rate
 - *Level 3 - 90% Answered in 30 seconds / <2% Abandon Rate
- *Premium rates apply
- All Abandoned Calls returned
- Our Service Model
 - Per Talk Time Minute
 - Dedicated Team Members Assigned to Account

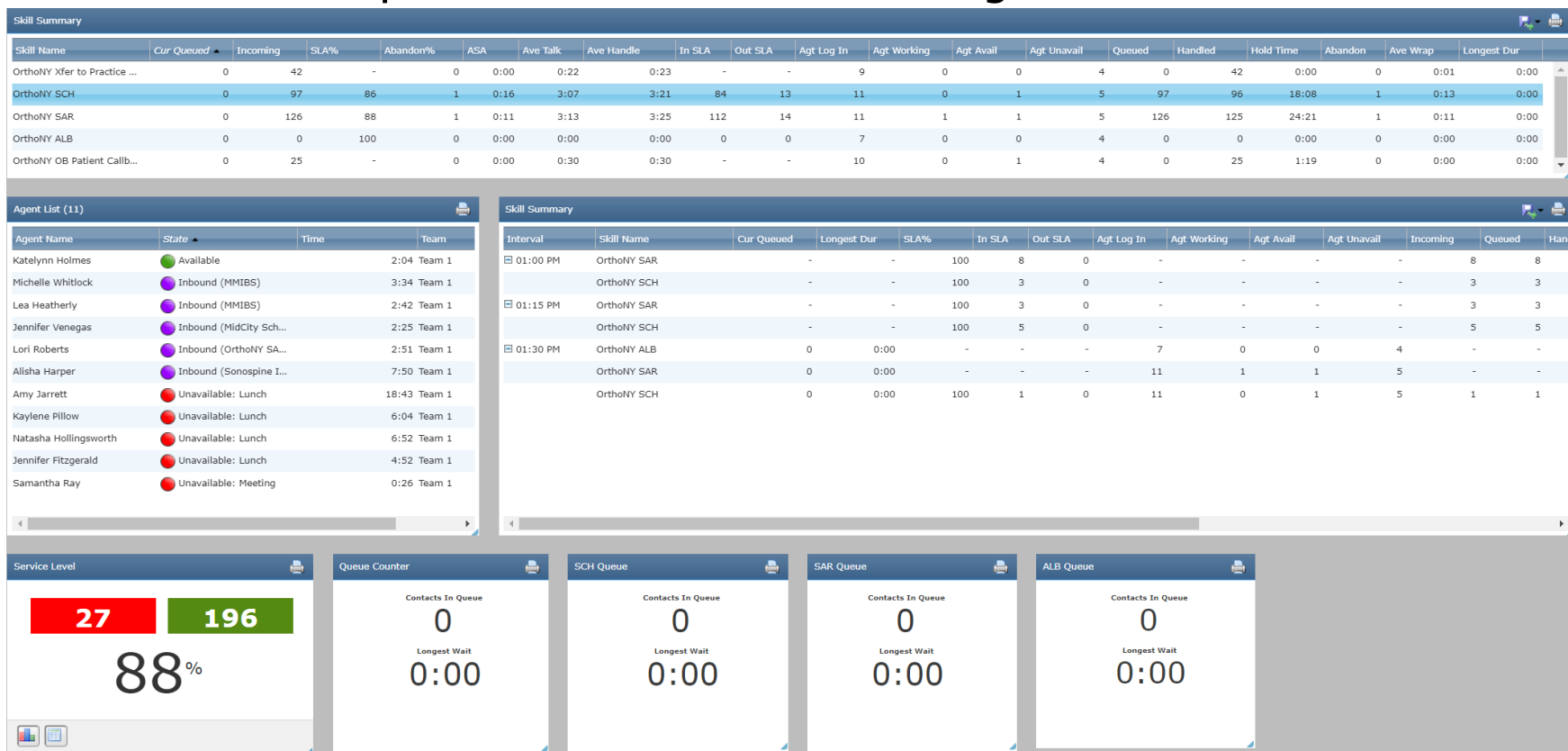
Contact Center Services 24x7

- Inbound/Outbound Calls
 - All calls recorded
- Appt Setting in your EMR
 - Reminders/Missed Appt Calls
- Insurance Verifications/Authorizations
- EMR messaging
- Call Routing
- Prescription Refills processing and ordering with our Nurse Line
- Clinical Phone Triage
- Nurse on Call

Contact Center Reporting

A few Examples from a very large list of capabilities

Comprehensive Call Center Management Tools



Comprehensive Call Center Reporting

Date	Skill Name	Queued	In SLA	% In SLA	Inbound Handled	Calls Handled %	Inbound Handle Time	Inbound AHT	Avg Speed Of Answer	Abandons	% Abandons	Callback Requests	% Callback Requests	Outbound	Outbound Handle Time	Outbound AHT	Handle Time	Avg Handle Time
2018/12/27	1													1	0.04		0.04	
2018/12/27	2	6	5	83.33%	6	100.00%	33.67	5.61	0.18								33.67	5.61
2018/12/27	3													2	2.09	2.09	2.09	2.09
2018/12/27	4	1	1	100.00%	1	100.00%	8.97	8.97	0.06								8.97	8.97
2018/12/27	5													1	0.6	0.6	0.6	0.6
2018/12/27	6	1	1	100.00%	1	100.00%	4.75	4.75	0.06								4.75	4.75
2018/12/27	7	2			2	100.00%	3.69	3.69	1.15								3.69	3.69
2018/12/27	8													4	7.87	1.97	7.87	1.97
2018/12/27	9													24	40.1	1.74	40.1	1.74
2018/12/27	z	8	5	62.50%	8	100.00%	10.98	1.57	0.44								10.98	1.57
2018/12/27	x													1	0.54	0.54	0.54	0.54
2018/12/27	c	7	7	100.00%	7	100.00%	21.98	3.14	0.08								21.98	3.14
2018/12/27	v													13	98.44	8.95	98.44	8.95
2018/12/27	b													10	8.55	1.22	8.55	1.22
2018/12/27	n	6	4	66.67%	5	83.33%	14.53	2.91	1.08			1	16.67%				14.53	2.91
2018/12/27	m													1	0.64	0.64	0.64	0.64
2018/12/27	a	24	17	70.83%	24	100.00%	97.7	4.44	0.33								97.7	4.44
2018/12/27	s													3	4.78	1.59	4.78	1.59
2018/12/27	d													38	43.24	1.39	43.24	1.39
2018/12/27	f	19	19	100.00%	19	100.00%	49.8	2.62	0.06								49.8	2.62
2018/12/27	g													17	12.15	0.71	12.15	0.71
2018/12/27	e	2	1	50.00%	1	50.00%	1.33	1.33	0.07								1.33	1.33
2018/12/27	j	1				0.00%								2	1.36	0.68	1.36	0.68
2018/12/27	po																40.39	6.73
2018/12/27	t	6	6	100.00%	6	100.00%	40.39	6.73	0.07									
2018/12/27	y													5	7.42	2.47	7.42	2.47
2018/12/27	u	10	9	90.00%	10	100.00%	79.53	8.84	0.09								79.53	8.84
2018/12/27	i													205	289.75	1.52	289.75	1.52
2018/12/27	o	5	2	40.00%	3	60.00%	17.71	5.9	0.24								17.71	5.9
2018/12/27	p	6	6	100.00%	6	100.00%	34.34	5.72	0.04								34.34	5.72
2018/12/27	[7	4.74	0.95	4.74	0.95
2018/12/27	qa	16	14	87.50%	16	100.00%	57.56	4.11	0.04								57.56	4.11
2018/12/27	ws													10	105.96	10.6	105.96	10.6
2018/12/27	ed													25	37.52	1.71	37.52	1.71
2018/12/27	rf													6	4.84	0.81	4.84	0.81
2018/12/27	tg	195	153	78.46%	192	98.46%	503.46	2.74	0.28	2	1.00%						503.46	2.74
2018/12/27	yh													42	52.17	1.24	52.17	1.24
2018/12/27	uj	14	13	92.86%	14	100.00%	55.86	3.99	0.11								55.86	3.99
2018/12/27	ik													32	43.91	1.51	43.91	1.51
2018/12/27	ol													4	10.92	2.73	10.92	2.73
2018/12/27	ws	40	31	77.50%	39	97.50%	125.13	3.29	0.27	1	0.25%						125.13	3.29

Comprehensive Client Reporting

Date	Agent Name	Disposition Name	Skill Name	ANI/From	Inbound Handle Time	Inbound Handled	Abandons
2019/01/02		Abandoned	Conformis Patient Relations IB	9177048964		1	1
2019/01/02	Schneider, Emma	Confirm Appointment: Scheduled	Conformis Patient Relations IB	3155256118	0:05:14	1	
2019/01/02	Lindsey, Hannah	General Information	Conformis Patient Relations IB	5514045386	0:03:44	1	
2019/01/02	Lindsey, Hannah	General Information	Conformis Patient Relations IB	8134682943	0:04:37	1	
2019/01/02	Rosenzweig, Marie	General Information	Conformis Patient Relations IB	5135499160	0:04:18	1	
2019/01/02	Schneider, Emma	General Information	Conformis Patient Relations IB	9168410535	0:02:28	1	
2019/01/02	Schneider, Emma	General Information	Conformis Patient Relations IB	9176208069	0:02:19	1	
2019/01/02	Schneider, Emma	General Information	Conformis Patient Relations IB	9782821991	0:02:21	1	
2019/01/02	Lindsey, Hannah	Left message / No answer	Conformis Patient Relations IB	5514045386	0:01:36	1	
2019/01/02	Schneider, Emma	Left message / No answer	Conformis Patient Relations IB	3152523977	0:00:17	1	
2019/01/02	Rosenzweig, Marie	Revision Inquiry	Conformis Patient Relations IB	5135327322	0:11:41	1	
2019/01/02	Rosenzweig, Marie	Transfer/email: expedited	Conformis Patient Relations IB	6064651138	0:09:11	1	
2019/01/02	Schneider, Emma	Transfer/email: standard	Conformis Patient Relations IB	3152523977	0:09:03	1	
2019/01/02	Schneider, Emma	Transfer/email: standard	Conformis Patient Relations IB	7578276910	0:05:34	1	