



# **THE PATIENT/CONSUMER JOURNEY & EXPERIENCE**

INFORMATION, EDUCATION,  
COMPLIANCE & REWARDS

## THE CHALLENGE

Let's start with the shocking fact that according to our latest statistics, providers have valid contact information for only 48.63% of their patients. At 4% per month that means they are likely only seeing the patient when they are sick.

What do you call the other 96%? Health Aware Consumers (click here for info), and we must approach ALL people in a way that would prompt a response from a consumer, rather than a patient.

This is exactly why the value-based care model, tied to the CMS Standard of Care was established. To help patients before they require your services. This is why you are paid for performing preventive services and penalized when you don't. Services we can prove with CMS data, are not being done, and that we can get your patients to engage at a much higher level than any previous efforts.

## HOW DO WE RETRIEVE THOSE MISSED CONTACTS?

We have a national campaign with Fortune 500 companies to download our free \*Precision Health Access phone app to securely download and store people's personal health records on their own devices. Why? The patients are in control of their records in a way that benefits them and YOU; the patient and the provider/staff!

Rather than have those records spread across the many password protected patient portals of the providers and facilities where they have received services, they/we are empowered;

1. To have consolidated data for the provider to need no intake forms, to receive paperless health records transfers without the need to request or send those records to other providers.
2. With an expected 100+ million free downloads, all starting with our Precision AI-Embedded Health Risk Assessment, we will then direct those patients/consumers at moderate or high risk back to their providers, YOU!

*\* Originally built as a beta for T-Mobile to offer a subscription service to their clients leading with our AI Embedded Health Risk Assessment, General Anxiety & Depression, and Social Determinants of Health Assessments. These are always free as is our app.*

## HOW DO WE DO THIS?

Though a 2% to 3% response rate for most electronic communication is considered a success, we consistently hit near 40% because we combine interesting information, convenience, compliance requirements and rewards for participating.



# THE MESSAGE FROM THE PROVIDER

It is key to establishing our working relationship with the provider as well as creating a sense of urgency. Just like providers operate in a system of rewards and penalties, so must our patient engagement and care coordination messaging. Here is our most effective messaging with compliance statements, which are coming from the provider with their name, logo, contact information, etc. **Providing a contact name and extension to validate the program greatly minimizes calls to the office.**

-- START OF MESSAGE BELOW --

## TODAY YOU TAKE CONTROL OF YOUR HEALTHCARE ACCESS!

You are receiving this communication because our mutual focus is to stay ahead of illness between visits to see your physician provider. We have partnered with [Precision Healthcare Technology](#) to reduce or minimize the need for office visits. Please take a few minutes **NOW** to update our records and better serve you.

*Should you have any questions about the validity of those message please contact Mary, at Extension 14 at our office number - 555-555-5555. Thank you!*

**PLEASE CLICK HERE TO COMPLETE THIS ASSESSMENT**

You will receive an immediate result response with suggested next steps if any.

## REWARDS FOR YOUR PARTICIPATION!



As an additional reward for your participation, please feel free to download our [Precision Health Access App](#) which allows you to securely download and store your patient records on your phone.

This links you to free services from [Precision Life Benefits](#) as well as a discount should you choose a subscription or a la carte service.

For more on these rewards or you and all of the members of your family, please click this link.

-- END OF MESSAGE ABOVE --

- ✓ Your provider has asked us to engage with you when certain assessments or services are required due to "Medical Necessity."
- ✓ Medical Necessity is the basis and trigger for all services to be covered by insurance and to direct treatment protocols.
- ✓ All insurances including Medicare require periodic assessments to update your qualifying for prescription refills and other services.
- ✓ This will only take a couple of minutes on your own devices.
- ✓ Providers can and may be penalized for failure to collect and report this data.
- ✓ You may face a potential delay in prescription refills of other services until your provider receives this information back from you.
- ✓ Please take a few minutes and complete this assessment **NOW** as directed. You owe it to yourself and your family to stay ahead of all of your health issues.

# WHAT DOES THE PATIENT RECEIVE IN RESPONSE?

-- START OF MESSAGE BELOW --

Thank you for completing this critical first step. Based on your present risk level ([please see the attached report](#)), and your validated medical necessities, your provider would like you to [immediately schedule a virtual or a live visit](#).

Please contact our office by phone at 555-555-5555, email, or click this link to schedule (as directed by the provider's preference) [NOW](#). [You may face a potential delay in prescription refills of other services until your provider receives this information back from you](#).

[Did you click for this link for information about your FREE rewards for you and your family by promptly completing this simple required task?](#) Thank you again for playing the starring role in your own managed care!

-- END OF MESSAGE ABOVE --

This process is mimicked throughout the ongoing Care Coordination process. As each new individual patient's medical necessity is validated, a suggested care plan is automatically established to the CMS Standard of Care as compliance requires.

Via our [Precision Stealth Workflow Intelligence](#), the patient receives a hyperlink to begin the next steps, all without need or attention from your office staff. [When medical necessity is present for your services the patient is automatically prompted to schedule under your directions](#). Precision does not share in the revenue for any of these primary or ancillary services that you deliver, only the flat \$20 for our "**Proprietary Provider Monetized**" patient engagement and care coordination program and process.

**THANK YOU FOR PARTNERING WITH US TO BE PART OF THE SOLUTION IN BETTER PATIENT CARE WITHOUT THE BURDEN ON THE PROVIDER AND STAFF!**



By completing this assessment, I agree to share this information with my provider and agree to an e-visit if necessary.

## Health Risks

### 1 Physical Activity

In the past 7 days, how many days did you exercise? days

Select Physical Activity ▼

### 2 Tobacco Use

In the last 30 days, have you used tobacco in any form?

Select Tobacco Use ▼

### 3 Alcohol Use

In the past 7 days, how many drinks have you had that contain alcohol?

Select Alcohol Use ▼

### 4 Seat Belt Use

Do you always fasten your seat belt when you are in a car? Y/N

Select Seat Belt Use ▼

### 5 Life satisfaction

In the past 2 weeks, how often have you felt down, depressed, or hopeless?

- Almost all of the time
- Most of the time
- Some of the time
- Almost never

### 6 Anxiety

In the past 2 weeks, how often have you felt nervous, anxious, or on edge?

- Almost all of the time
- Most of the time
- Some of the time
- Almost never

### 7 Stress

How often is stress a problem for you in handling such things such as health, finances, family or social relationships or work?

- Never or rarely
- Sometimes
- Often
- Always

**8 Pain**

In the past 7 days, how much pain have you felt?

- None
- Some
- A lot

**9 General Health**

In general, would you say your health is

- Excellent
- Very good
- Good
- Fair
- Poor

**10 Sleep**

Each night, how many hours of sleep do you usually get?

## Biometric Measures— Self-Reported

**11 Blood Pressure**

If your blood pressure was checked within the past year, what was it when it was last checked?

- Low or normal (at or below 120/80)
- Borderline high (120/80 to 139/89)
- High (140/90 or higher)
- Don't know/not sure

**12 Cholesterol**

If your cholesterol was checked within the past year, what was your total cholesterol when it was last checked?

- Desirable (below 200)
- Borderline high (200–239)
- High (240 or higher)
- Don't know/not sure

**13 Blood Glucose**

If your glucose was checked, what was your fasting blood glucose (blood sugar) level the last time it was checked?

- Desirable (below 100)
- Borderline high (100–125)
- High (126 or higher)
- Don't know/not sure

**14 Hemoglobin A1c level**

If diabetic, and if you have had your hemoglobin A1c level checked in the past year, what was it the last time you had it checked?

- Desirable (6 or lower)
- Borderline high (7)
- High (8 or higher)
- Not a Diabetic
- Don't know/not sure

**15 Overweight/Obesity**

What is your height?

**Feet**

**Inches**

**Weight in pounds**

**BMI :**

**16 In the past 2 years have you experienced any allergies of any type?**

- Yes
- No

**17 When was the last visit with our Group?**

- Don't Remember
- Prior to last year
- This current year

**18 In the past year have you been to an Urgent Care Facility?**

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- Yes
- No
- Don't Remember

**19** In the past year have you been to a Hospital Emergency Room?

- Yes
- No
- Don't Remember

**Important Notification: By completing and submitting any assessment you give consent for an e-visit and a co-pay may or may not apply.**

Clear

Preview

## Patient Information

**Patient Name:** Test BillTest

**Address1:**

**System PID:** 944587

**City:**

**Email Id:** ray@precisionvbm.com

**State:**

**Date of Birth:** 01/01/1970

**Zipcode:**

**Submitted:** By self

**Gender:** Male

## Health Risk

By completing this assessment, I agree to share this information with my provider and the agree to an e-visit if necessary.

**Health score:** 36

**Health Risk:** Elevated Health Risk

Health Risk	Risk Level	Answer	Description
Physical Activity	Medium	2	Physical activity can be defined as any movement of the body that requires energy expenditure. This includes any motion you do throughout the day excluding sitting still or lying down.
Tobacco Use	High	Yes	Tobacco use may be defined as any use of the tobacco plant leaf and its products.
Alcohol Use	Medium	4	Alcohol use disorder is a pattern of alcohol use that involves problems controlling your drinking, being preoccupied with alcohol, continuing to use alcohol even when it causes problems.
Seat Belt Use	Low	Yes	A seat belt is a vehicle safety device designed to secure the driver or a passenger of a vehicle against harmful movement that may result during a collision or sudden stop.
Life Satisfaction	Medium	Some of the time	Life satisfaction is the way in which people show their emotions, feelings, and how they feel about their directions and options for the future.
Anxiety	Medium	Some of the time	Anxiety is a normal and often healthy emotion. However, when a person regularly feels disproportionate levels of anxiety, it might become a medical issue.

Stress	High	Always	Stress is the body's reaction to any change that requires an adjustment or response. The body reacts to these changes with physical, mental, and emotional responses. Stress is a normal part of life. You can experience stress from your environment, your body, and your thoughts.
Pain	High	A lot	A pain scale is one way for you to measure your pain so doctors can help plan how best to manage it.
Perception of General Health	High	Fair	Perception of general health refers to the perception of a persons health in general. Health means not only the absense of disease or injury but also physical, mental and social well being.
Sleep	Low	8	Getting enough sleep is important , but good sleep quality is also essential. Signs of poor sleep quality include feeling sleepy or tired even after getting enough sleep, repeatedly waking up during the night, and having sytmptoms of a sleep disorder (such as snoring or gasping for air). Better sleep habits may improve the quality of your sleep. If you have symptoms of a sleep disorder, such as snoring or being very sleepy during the day after a full night's sleep, make sure to tell your doctor.
Blood Pressure	Medium	Borderline high (120/80 to 139/89)	Blood pressure is related to the force and rate of the heartbeat and the diameter and elacsticity of the arterial walls.
Cholesteral	High	Don't know/not sure	Cholesteral is a type of fat found in your blood. Your liver makes cholesteral for your body. You also can get cholesteral from the foods you eat. Meat, fish, eggs, butter, cheese, and milk all have cholesteral.
Blood Glucose	High	Don't know/not sure	The blood glucose level is the amount of glucose in the blood. Glucose is a sugar that comes from the food we eat, and its also formed and stored inside the body.
Hemoglobin A1c level	High	High (8 or higher)	The A1c test is a common blood test used to diagnose type 1 and type 2 diabetes and to monitor how well you're managing your diabetes. The A1c test goes by many other names, including glycated homeglobin, glycosylated hemoglobin, hemoglobin A1c and Hb A1c.

In the past 2 years have you experienced any allergies of any type?	No
When was the last visit with our Group?	Prior to last year
In the past year have you been to an Urgent Care Facility?	No
In the past year have you been to a Hospital Emergency Room?	No

**Important Notification:** By completing and submitting any assessment you give consent for an e-visit and a co-pay may or may not apply. This communication is meant to connect you with your healthcare provider for further discussions about your healthcare needs. The content of this communication is for informational purposes only and is not meant to replace the guidance of your licensed healthcare practitioner. Statements and information in this communication have not been evaluated by the Food and Drug Administration. The statements and information in this communication are meant for general use only and are not intended to diagnose, cure, treat, or prevent any disease or provide medical advice. The statements and information in this communication should not be used for diagnosis or treatment of any health problem or for prescription of any medication or other treatment. Any determinations concerning an individuals' use of drugs, medications, or supplements should be made by your licensed healthcare provider.