

# RelayHealth Consumer Solutions

## Redefining Healthcare through Online Patient Messaging

Medisoft® users now have the opportunity to improve patient communication by adding a secure, online messaging service from RelayHealth, McKesson's connectivity services company. RelayHealth operates as a neutral partner in an open network to support quality care improvements and reduce the administrative costs of healthcare. RelayHealth's messaging service for Medisoft offers administrative and clinical features including e-prescribing (eScript™), online office consultations (webVisit®) and results delivery.

● **The RelayHealth online messaging service is a convenient way to handle simple, nonurgent questions and routine service requests.** The service helps minimize work interruptions by allowing patients to request prescription refills and renewals, schedule, reschedule or cancel appointments, access lab results, and ask insurance and billing questions—all online.

Automatic message routing ensures that the right messages are delivered to the right person in the practice. To make it quick and easy to respond to online messages, the messaging service provides predefined, template answers and enables users to create their own reusable templates suited to their practice's unique needs.

While the messaging service helps medical practices communicate more quickly and effectively, patients benefit, too. Providing greater convenience improves customer service and translates into better care in the eyes of your patients.

● **webVisit combines the advantages of an office visit with the convenience of online communication for non-urgent or chronic medical problems.** By shifting nonurgent matters online, you can provide better structure to your workload and focus resources on the most urgent patient needs.

The secure webVisit consultation guides patients through an interactive symptom or condition-based questionnaire. webVisit then constructs and sends a succinct, structured message to the doctor based on the answers provided. It's a quick, convenient, and effective way for patients to report their non-urgent symptoms, and enables physicians to deliver a fast, informed response.

webVisit includes an integrated—and optional—charging module that enables you to assign fees for medical services rendered online. A growing number of health plans reimburse for RelayHealth webVisit consultations.

● **eScript is one of the healthcare industry's leading e-prescribing solutions.** It enables your practice to manage prescriptions electronically using computer-to-computer transmission between your office and the pharmacy thus substantially reducing phone calls and faxes to your office. eScript manages new prescriptions and renewals, and involves the patient in the prescribing process for greater patient satisfaction.

Writing electronic prescriptions with eScript is easy, safe and secure. Prescriptions route immediately to the patient's pharmacy of choice—either retail or mail order. Alternately, you can send the prescription securely and electronically to your patient, who then forwards the prescription to the pharmacy. Either way, your practice enjoys significant time savings. eScript also reduces potential errors due to misread prescriptions and improves patient safety through automatic interaction checking against personal health records. For renewals, patients and local retail pharmacies submit prescription renewal requests online. You then approve (or deny) the renewal request with a single click.

**To learn more about these RelayHealth EDI solutions, contact SLC Software Services at 513-922-4303.**



1958 Anderson Ferry Road  
Cincinnati, OH 45238

Phone: (513) 922-4303  
[www.slcsoftware.com](http://www.slcsoftware.com)

POWERED BY  **RelayHealth**