

# WELL Patient Engagement Solutions

OCHIN

WELL gives you a single platform to manage all communications and reach your patients where they are—delivered through the best channel the way your patients want.

## OCHIN Epic Integration

The OCHIN-hosted WELL solution offers a simple, reliable tool to automate patient communication and personalize messaging with clinical and administrative data from OCHIN Epic—in the patient’s preferred language.

- **See real results in real time**  
WELL’s texting platform makes communication faster and easier. It has been shown to increase appointment confirmations and, since patients who confirm an appointment are much more likely to show up, decrease no-shows. Better time slot usage means more revenue for the clinic.
- **Collect actionable patient feedback**  
Deploy post-appointment surveys efficiently for enlightening real-time patient feedback. The convenience of texting has been shown to increase patient satisfaction.
- **Reach patients in need of care**  
Send health maintenance alerts to patients by text, and conduct outreach to managed care patients who are due for care.

## GETTING STARTED

OCHIN

**WELL is available to OCHIN members through a statement of work. Contact your OCHIN Account Manager to learn more or get started.**

## The Benefits of WELL

Using WELL, OCHIN member Tiburcio Vasquez Health Center (TVHC) has achieved:

**220%** More appointment confirmations

**60%** Decrease in patient hold times

**20%** Fewer no-shows

**7%** Increase in time slot utilization for up to **\$1M** more annual revenue

*“WELL gives us a better way to talk to our patients, an easier, more efficient way to reach out to patients, and a better way to handle scheduling.”*

— Caleb Sandford  
Chief Operations Officer, TVHC

A driving force for health equity