Front Office And Clinical Workflow Script For Ome At Different Points In The Patient Interaction

What this document will do:
1) Highlight the benefits and value of OME
2) Necessary workflow for success
3) Talking points at different areas of interaction (front office to clinician)

Benefits of the optimumMe App:

Our optimumMe™ app delivers high-quality, personalized physical therapy home exercises and Assessments *right to your patient's smartphone, computer or tablet. Backed* and guided by clinical professionals, the app allows your patients to receive and complete workouts and outcome measure assessments on their mobile device. With built-in compliance monitoring tools and direct communication between patients and therapists the optimumMe app increases accountability and the ability to meet and exceed goals and leads to better outcomes.

✓ **Easy to Use Videos & Exercise Programs & Assessment Forms**
-Embedded Pictures, Videos and Descriptions for each exercise
-Patients can
      -access their customized program on their smartphone,
      -record exercise results,
      -fill out Outcome Measure assessment forms and view their scores and progress over time.
      -provide private feedback to their therapist.

✓ **Increased Through Patient Engagement**
-Direct feedback from the optimumMe app helps with patient engagement.

✓ **Better exercise compliance and outcomes**
-Daily exercise routines, app notifications and calendar reminders, Outcome Measure scores + progress overtime and badges help with patient compliance and lead to improved outcomes.

✓ **Data**
-Continuous data collection on how consistent patients are and how outcomes improve with each patient so we can send that data to the insurance companies and physicians to help increase patient referrals.

Workflow for Success:

1) The client needs to have logged into the OptimumMe app before they see the therapist for the first time
2) The script below gives you talking points to help ensure engagement with the app
3) The patient needs to fill out the outcome measure via the app prior to their IE (and prior to progress reports, Re-evals or discharge), so the the score is ready for the clinician to import
4) Since the patient has already logged into the app prior to IE, the clinician then may go over the patient's HEP with the patient having the app open in front of them

Script at various points of the Patient experience to ensure the app is downloaded and logged into

- **Front Desk** - **While scheduling appointments**: Due to COVID, we're really trying to minimize any paperwork when you come to the office. Please ensure you fill out the information in the portal AND download and log into the optimumMe (OME) app before you come in for your visit.. The username and PW are the same for the portal and OME app. Once you have logged into the app, please fill out your Outcome Measure assessment before you come in for your visit. You can fill out this assessment on the app by clicking on the "graph" icon on the bottom of your screen. This app will allow you to not only fill out your assessments and see your progress overtime, but see your exercises that your therapist will personalize just for you, receive appointment reminders, and also give you the ability to communicate with your therapist as necessary.

- **Front Desk** - **During the appointment reminder call if the patient has logged in and downloaded the app**: (after reminding them of their appointment) I see that you have created your password and downloaded the optimumMe app, excellent! Can you please fill out the Outcome Measure assessment before you come in for your visit (if they haven't already completed it)? You can find the assessment by clicking on the "graph" icon on the bottom of your screen. During your appointment your therapist will review this assessment and personalize your exercises, so you will be able to see them before you leave the clinic.

- **Front Desk - During the appointment reminder call if the patient has not logged in to the app**: (after reminding them of their appointment) I see that you have not yet created your password/downloaded the optimumMe app. It is really important that you do this before you come in for your eval, because this is where you will need to fill out your Outcome Measure assessment form and where your therapist will be sending your personalized exercises to the app. Your therapist would like to go over all of this before you leave the clinic to help you be successful with your rehab.

- **Front Desk - Upon check in if they have not logged in/downloaded the app**: I see that you have not yet logged in to your optimumMe app. Let's go ahead and do that right now before you see the therapist, so you can have your Outcome Measure assessment

filled out. Also, your therapist will personalize your exercises and you will be able to see the exercises before you leave the clinic to help you be successful with them.

- **Therapist - During IE when getting to HEP**: Let's go over your exercises that you're going to do at home. Remember that what you do at home compliments what we do here in the clinic. It is essential that you are consistent with the exercises we decide on together, as those are the best way to help you achieve your goals. The app will give you reminders to do your exercises during the day, and you'll be able to indicate when you've completed them so that I can see your progress here and we can continue to progress them to get you to your goals.

- **Front Desk and Therapist - If they say they don't have a smartphone**: The great thing is you're still able to fill out your Outcome Measure assessment and access your exercises on the web version of optimumMe. Please make sure to indicate when you have performed your exercises, as the therapist can measure your progress and it is communicated back to your physician. This is a great way to show your progress and how close you're getting to your goals!

- **Therapist - If they say they don't need to log in because they know their exercises**: We encourage you to log in because we collect data on how consistent patients are and how outcomes improve with each patient so we can send that data to the insurance company and physician. Also, you will see your Outcome Measure scores and progress overtime and appointment reminders.