How Technology Can Improve Patient Experience

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The presenters have no financial disclosures or proprietary interests.
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Digital Innovation and Transformation

01 Patient Experience

02 Population Health

03 Reducing Costs

04 Care Team Well-being

Quadruple aim
Innovations in Digital Technology

AI-Powered Data Analytics

Remote Monitoring

Tele-Ophthalmology
Tele-Ophthalmology

Contact

Connect

Consult

Care
Remote Monitoring
AI-powered Data Analytics

Refraction Progression

Spherical Equivalent [D]

Year • Age

Untreated: -7.6 D
Atropine 0.05%: -3.7 D
Technology for Operations

Considerations:

- Patient Information Capture and Communication
- Staff Training and Communication
- Office Space Constraints
- Staff Retention
- “Work Smarter, Not Harder”
Patient Information Capture and Communication

- Mass “Marketing” Systems
- Patient Kiosk/ Check In System
- Online scheduling
- Online Chat Option
Staff Training, Communication, and Workspace

- GoToMeeting, Zoom, Google Meet
  - Town Hall, Training, Team meetings, 03

- Office Space Constraints

- Work From Home
  - Virtual Scribe
  - Call Center
  - Surgery Scheduling
  - Patient Triage
  - Prescreening
  - Insurance
Staff Retention

• Great Resignation
  o Re-recruit the staff you have
  o Costs to replace staff
    o Frontline = 50% of salary
    o Middle management 100%+
    o C-Suite 200%+

• “Work Smarter, Not Harder”
  o Simplify the work
  o Engage staff to problem solve
Technology and the Patient’s Perspective
Convenience
Compliance

Reduce No Shows

Manage Expectations
Connection
Resources: Technology in the Practice

- Coding for Phone Calls, Internet and Telehealth Consultations
- Teleophthalmology: How to Get Started
- Remote Monitoring Comes Into Focus
- Cybersecurity Tips
- Cybersecurity During COVID-19
- Webinar Recording: The Ease of Implementing Telemedicine into Your Practice
- Course Recording: Protect Patients, Practice, and Profits from Ransomware