

Creating a Patient Digital Experience

AMDIS Physician Computer Connection Symposium

June 19th, 2019

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Chief Medical Information Officer
NYU Langone Health



FACTS & FIGURES

NYU Langone Health by the Numbers

6 M+

Outpatient Visits

6

Inpatient Locations

3

Emergency
Departments

9,654

Births

1,519

Beds

98

Operating Rooms

67,800+

Hospital Discharges

172,000+

Emergency Department Visits

7 M+

Patients in our Electronic
Health Record

FACTS & FIGURES

Staff

4,000+

Physicians and Faculty

159

Endowed Professorships

7,841

Nurses

Students & Trainees

516

MD Candidates

42

PhD Recipients

85

MD/PhD Candidates

1,327

Residents and Fellows

260

PhD Candidates

NYU Langone Health National Recognition and Achievements in IT



HIMSS Davies
Award Recipient
2018



HIMSS Stage 7
Enterprise



Staff Recognized for
Excellence by
ComputerWorld



Most Wired Hospital -
2018

Our Expanding Footprint

● NYU Langone Locations



Inpatient Locations

Tisch Hospital

Kimmel Pavilion

Rusk Rehabilitation

Hassenfeld Children's Hospital

NYU Langone Orthopedic Hospital

NYU Langone Hospital—Brooklyn

NYU Winthrop (affiliate)

CONNECTICUT

300+ Locations



NEW YORK

PUTNAM

WESTCHESTER

THE BRONX

MANHATTAN

QUEENS

NASSAU

SUFFOLK

NEW JERSEY

STATEN ISLAND

BROOKLYN

FLORIDA

PALM BEACH

BROWARD

MIAMI-DADE

As of March 2019

Agenda

- Why develop a comprehensive digital patient experience strategy?
- Phase 1 – Discovery
- Phase 2 – Roadshow
- Phase 3 – Alignment
- Phase 4 – Execution

Developing NYU Langone Health's Digital Patient Experience Strategy



Consumers expectations have changed and their experience in other industries has evolved accordingly.

Consumers want a **personalized, digital, on-demand** experience.

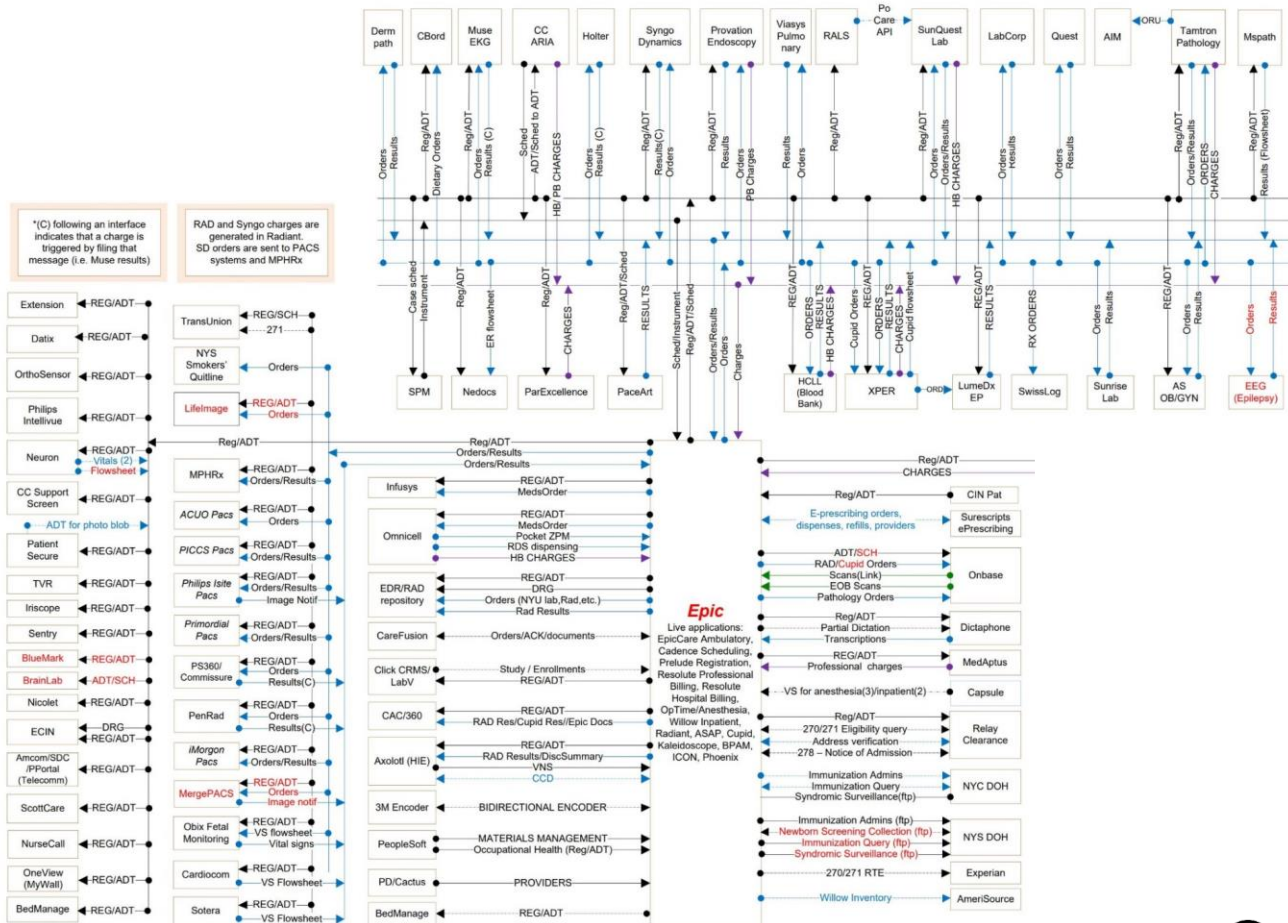
How can we develop a unique approach to the digital patient experience that differentiates us from our competitors and meaningfully improves the patient experience?

*A single EHR connected
to everything*



Our one patient, one chart philosophy ensures a quality experience across the continuum of care

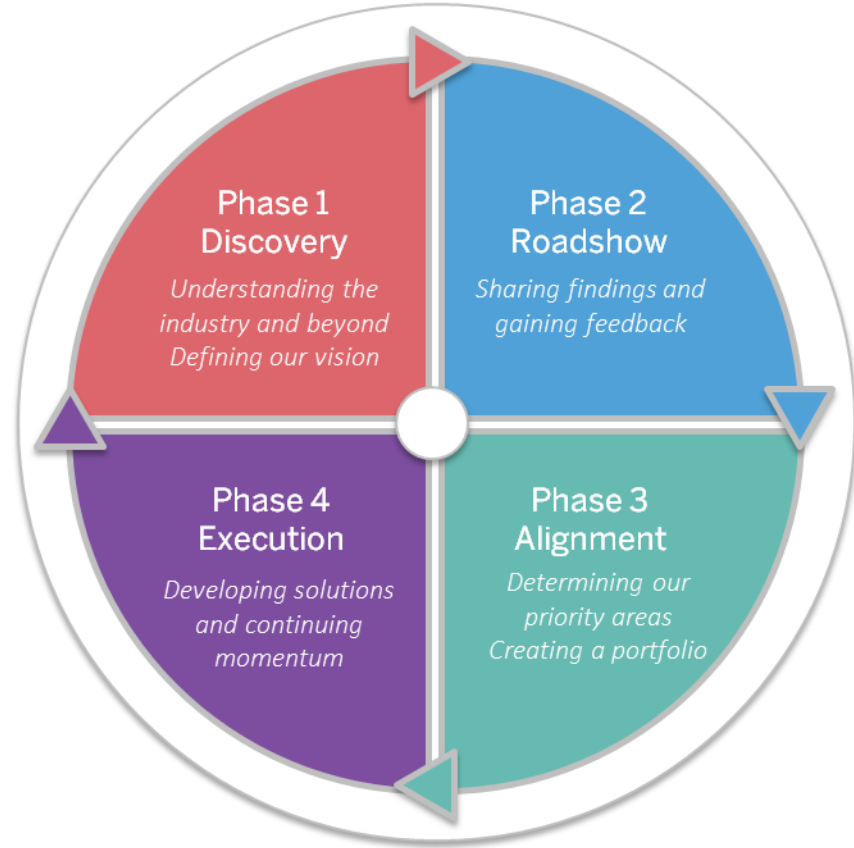
Our one patient, one chart philosophy ensures a quality experience across the continuum of care



NYU Langone PDX as a Strategy

- Centralized programmatic governance within IT
- Scalable technology
- Epic first: one patient, one chart
- Consistent patient digital experience
- NYU Langone Health clinicians
- Known clinical workflows (don't get in the way)

Approach for Strategic Development



Phase 1: Discovery

What is the scope
and maturity of our
offering?

What is the health
industry doing?

What are other
consumer focused
industries doing?

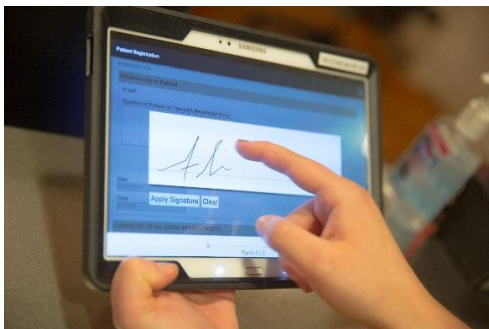
What do patients
want?

Phase 1: Discovery

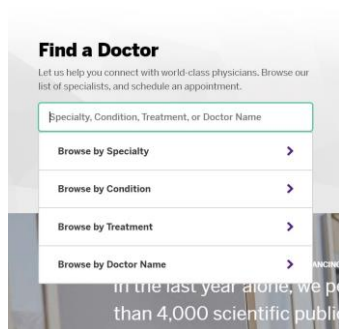
What are we currently offering our patients?

To what degree is that offering a consumer-grade experience?

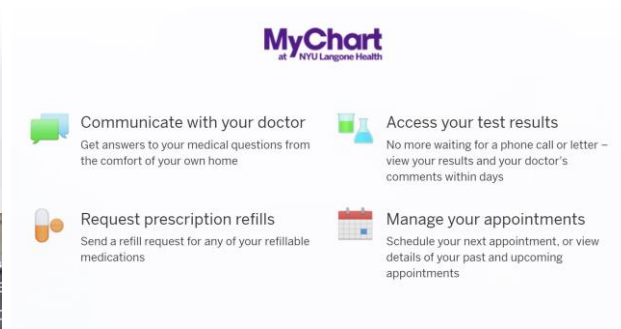
To what degree is that offering enterprise-wide?



Paperless registration



Robust online scheduling



NYU Langone Health App + MyChart

Phase 1: Discovery

We surveyed other health systems and healthcare companies.

What are *you* offering *your* patients?

To what degree are those offerings a consumer-grade experience?

To what degree is that offering enterprise-wide?



Mobile Apps



Telemedicine



*Remote Monitoring
and Tracking*

Phase 1: Discovery



What can we learn from these offerings and how can we apply that knowledge to developing a comprehensive PDX strategy?

- Customer service focused
- Emphasis on personalization
- Extremely user friendly
- Easy transition to an in-person experience

Phase 1: Discovery

What do our patients want?

What is specific about the New York area experience that we should consider?



Engaged our patient experience team and reviewed market research

**NYU Langone
Health MyChart**

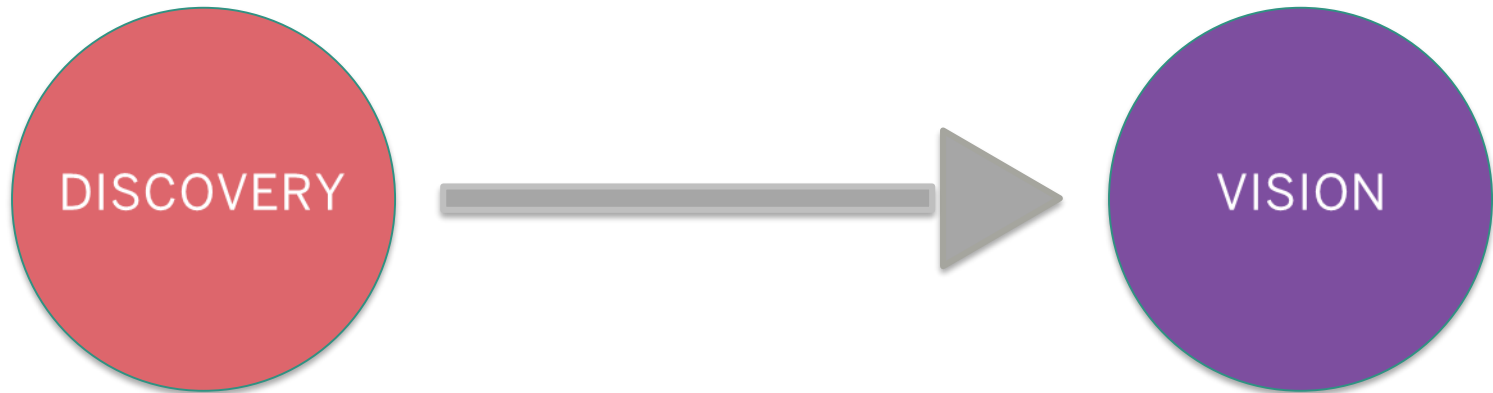
Examined MyChart usage data as well as HCAHPS and other patient satisfaction data



Interviewed our own patients

Phase 2: Roadshow

**Turning our research into a
clear and meaningful vision**



NYU Langone Health

Patient Digital Experience Vision Statement

To deliver an integrated, industry leading, digital patient experience – differentiating NYU Langone Health in the market and exceeding expectations.

Phase 2: Roadshow

A Patient Journey Framework

Based on standard
industry consumer journey

DISCOVER

ENGAGE

TREAT

TRANSITION

GIVE + REVIEW

Digital Patient Experience Capability Inventory

DISCOVER

Initial Connection

1. Learn about NYU Langone Health

Research & Investigation

2. Find and research potential providers for primary and specialty care
3. Investigate conditions that NYU Langone treats
4. Access care journey guides for a condition or procedure with option to personalize

Availability and Wait Times

5. Understand how long I'll have to wait for emergency care
6. Understand how long I'll have to wait for ambulatory (including urgent) care (e.g. next available appointment time)

- Capabilities offered or in dev as of July 2018, limited optimization in progress

ENGAGE

Appointments and Clinical Trials

7. Receive help finding and accessing care
8. Schedule an appointment online and get confirmation
9. Receive notification of appointment opening
10. Receive appointment reminders
11. Get real-time notifications/updates on my appointment status (on-time?)
12. Find and enroll in a clinical trial

Prepare (billing/reg.)

13. Update and validate my insurance information
14. Sign consents, advanced directives, and other documents
15. Understand costs upfront
16. Receive notification of medical and financial clearance
17. Receive notification if registration profile is incomplete

Prepare (clinical)

18. Import medical record information from another institution
19. Understand my pre/post procedural requirements
20. Understand what to expect during and after a visit
21. Document my questions prior to appointment for my and/or provider reference
22. Complete questionnaires and assessments (including capture and/or validation of patient's PCP)

Share Information

23. Assign proxy rights to access my PHI
24. Share health information with my extended care team
25. Share my appointment information with family and friends

Care Preferences & Personalization

26. Set communication preferences
27. Share preferences on meal, environment, visitors (inclusion and exclusion), etc.
28. Share personal information with my care team (spiritual, etc.)

Outreach

29. Receive outreach about gaps in care or clinical trials

TREAT

Arrival & Administration

30. Digital check-in prior to or upon arrival to facility
31. Provide outstanding registration information

Patient Participation

32. Identify people who enter my room
33. View health data/results obtained during admission
34. Learn about my care team
35. Take notes during my admission/visit

Activity Management

36. View my daily care plan/schedule
37. Understand my medications
38. Receive reminders for self-care activities

Remote Care

39. Remote engagement with care providers to further understand my condition (e.g. second opinions)
40. Receive remote synchronous or asynchronous care from home or NYU Langone facilities (telemedicine)

Caregiver Support

41. Participation of family and friends in care updates (telemedicine)
42. Share my procedure recovery progress with family and friends (e.g., when surgery ends)
43. Allow family and friends to locate me
44. Communicate synchronously or asynchronously with family and friends, and care team
45. Allow my transfer team to communicate with my family and friends, and incoming facility

Patient Requests

46. Emergency call for help while admitted
47. Request food, water, blankets, gown, etc.
48. Access interpreter services
49. Order meals and get delivery status while admitted
50. Control environment of my room or procedural space

Education & Entertainment

51. Access school/teachers remotely while admitted
52. Receive integrated patient education (LMS)
53. Play games, listen to music, watch tv, VR, etc.
54. Discuss learning progress with family and friends, and care team

Wayfinding

55. Get to my treatment location
56. Find my way within the facilities

TRANSITION

Information Sharing

57. Receive summary of care and instructions
58. Communicate/connect remotely with my care team (incl. remote monitoring)
59. Send images to my care team for a status check (telemedicine)
60. Access labs and imaging results
61. Import or export data from external tools/wearables into/from NYU Langone medical record (telemedicine)
62. Request and receive release of information for my medical record along with a receipt of medical records to DA (direct address)

Access to Tools and Services

63. Be prescribed and access apps and services to support health management and make informed decisions
64. Register for a class
65. Access support resources including groups, literature, etc. (telemedicine)
66. Get help using my digital tools
67. Fill and refill rx
68. Receive information on skilled nursing facility, long term care, rehabilitation facility options

Tracking, Alerts, & Reminders

69. Set and review my health goals
70. Take/record vitals, activity, etc. from a wearable device and share with my care team (telemedicine)
71. Receive follow-up and health maintenance reminders
72. Receive medication adherence reminders
73. Track and communicate reasons why medication was missed
74. Get alerts from my care team based on health tracking data (telemedicine)
75. Allow family and friends to provide input on my health status and progress (e.g. fill out a questionnaire about a patient)
76. Track my health progress over time
77. Receive rewards for improving my condition

Finances

78. Pay my bills
79. Understand my payment options or plans
80. Understand and get clarification on billing

Transportation

81. Arrange for transportation needs post care

GIVE & REVIEW

Give Feedback

82. Provide feedback (positive and negative)
83. Share my experience and post reviews for the community

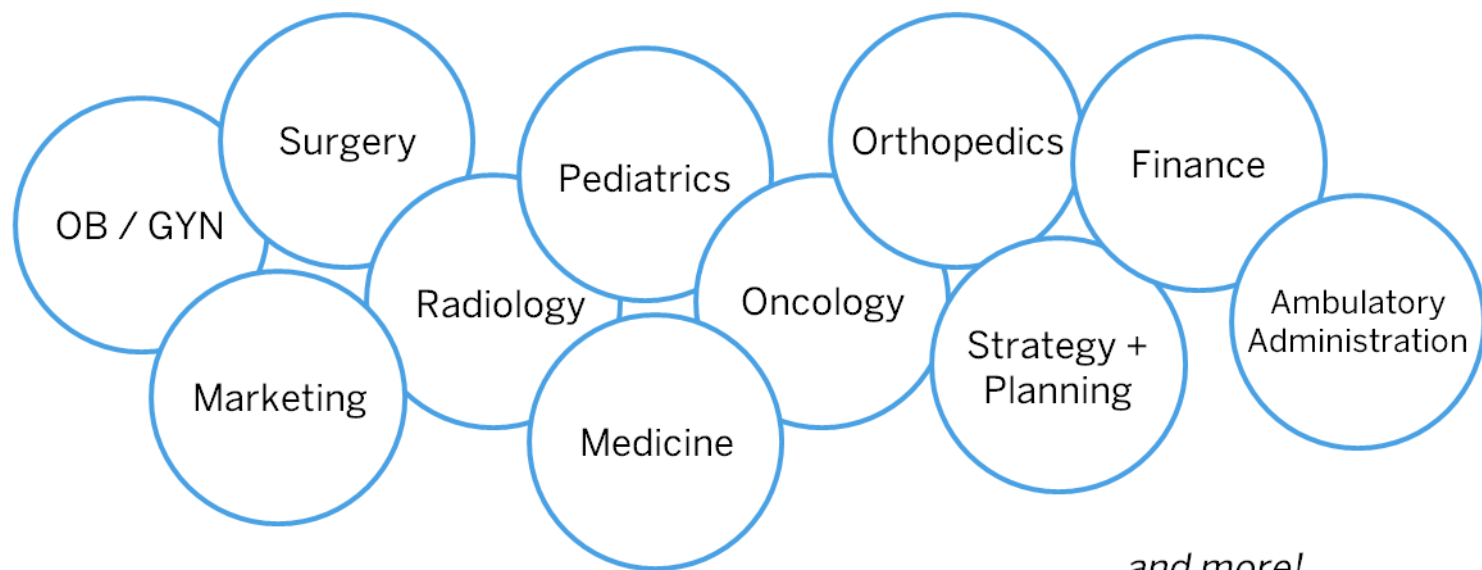
Give Financial Support

84. Donate to NYU Langone
85. Fundraise for NYU Langone

Phase 2: Roadshow

Shared our process, findings, and vision across the institution

Gained Feedback and Built Enthusiasm!



...and more!

Phase 2: Roadshow

...and with our vendor partners

ThoughtWorks®

accenture

PHILIPS

imprivata™



Epic

Oneview

Deloitte.

Hyland®



and others.

Phase 3: Alignment

Determining Patient Digital Experience Priorities

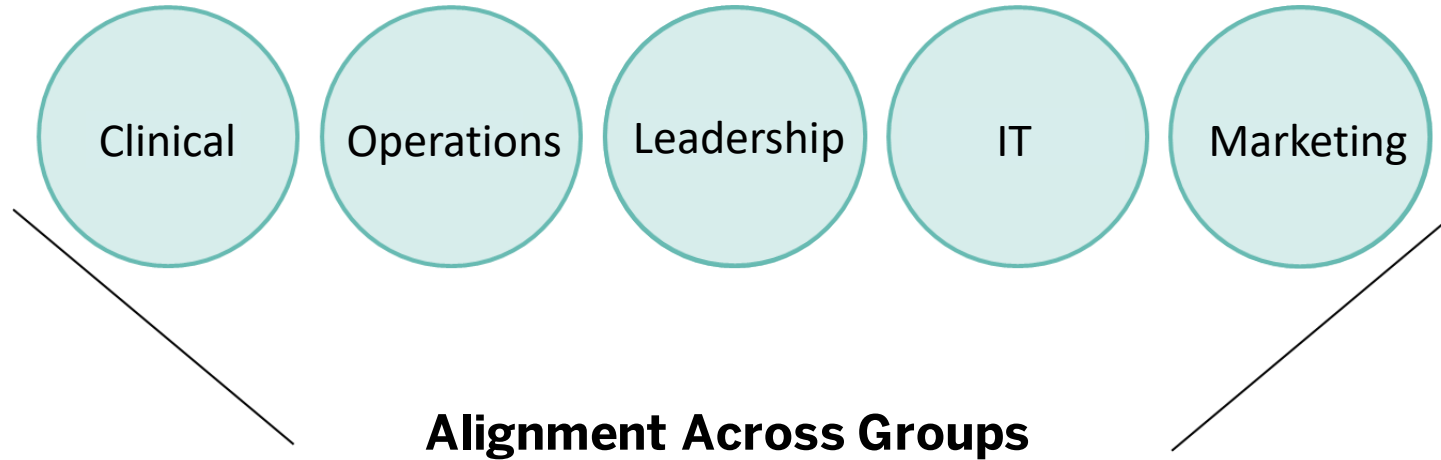
Understanding
demographics

Examining
institutional
data

Stakeholder
momentum

Opportunities
for scale

Phase 3: Alignment



Phase 3: Alignment

Leadership Alignment

- ✓ Unified framework
- ✓ Community buy-in
- ✓ Cross-functional expert feedback

Finalized Roadshow Proposal

NYU Langone Health – Digital Patient Experience Capability Inventory					
DISCOVER	ENGAGE	TREAT	TRANSITION	GIVE & REVIEW	
Local Context Local Board (NYU Langone Health) Research & Investigation 1. To assess the current state of the digital patient experience. 2. To identify the current state of the digital patient experience. 3. To identify the current state of the digital patient experience. Identify, Analyze, Plan 1. To identify the current state of the digital patient experience. 2. To identify the current state of the digital patient experience. 3. To identify the current state of the digital patient experience.	Assessments and Clinical Trials 1. To identify the current state of the digital patient experience. 2. To identify the current state of the digital patient experience. 3. To identify the current state of the digital patient experience. Process (Engage) 1. To identify the current state of the digital patient experience. 2. To identify the current state of the digital patient experience. 3. To identify the current state of the digital patient experience. Process (Engage) 1. To identify the current state of the digital patient experience. 2. To identify the current state of the digital patient experience. 3. To identify the current state of the digital patient experience.	Assess & Investigate 1. To identify the current state of the digital patient experience. 2. To identify the current state of the digital patient experience. 3. To identify the current state of the digital patient experience. Process (Engage) 1. To identify the current state of the digital patient experience. 2. To identify the current state of the digital patient experience. 3. To identify the current state of the digital patient experience.	Assess & Investigate 1. To identify the current state of the digital patient experience. 2. To identify the current state of the digital patient experience. 3. To identify the current state of the digital patient experience. Process (Engage) 1. To identify the current state of the digital patient experience. 2. To identify the current state of the digital patient experience. 3. To identify the current state of the digital patient experience.	Assess & Investigate 1. To identify the current state of the digital patient experience. 2. To identify the current state of the digital patient experience. 3. To identify the current state of the digital patient experience. Process (Engage) 1. To identify the current state of the digital patient experience. 2. To identify the current state of the digital patient experience. 3. To identify the current state of the digital patient experience.	Assess & Investigate 1. To identify the current state of the digital patient experience. 2. To identify the current state of the digital patient experience. 3. To identify the current state of the digital patient experience. Process (Engage) 1. To identify the current state of the digital patient experience. 2. To identify the current state of the digital patient experience. 3. To identify the current state of the digital patient experience.

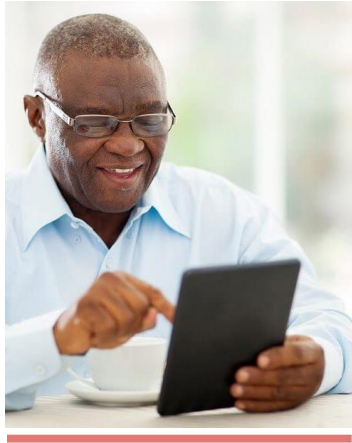
Enterprise IT Board

Our highest governing body for information technology

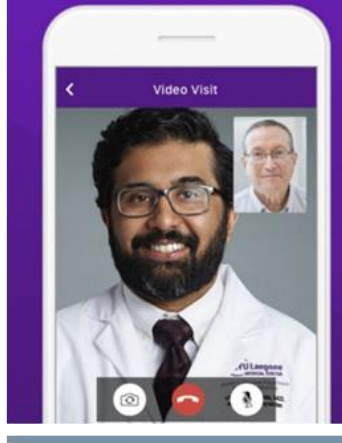
Phase 3: Alignment

NYU Langone Health Digital Patient Experience

Strategic Areas of Focus



Patient Access



Virtual Health



Radiology



Procedural



Obstetrics

Phase 4: Execution

Successful Delivery Across Priority Areas



Identified **Operational Sponsors** and IT Leaders to drive design and delivery of innovative solutions in the 5 areas



Created **steering committees** for each of the 5 areas



Created an **IT delivery portfolio** to track and manage PDX related initiatives



Reoriented our team around **'products' not single-execution projects**



Engaged **vendor partners** to help us develop new or optimized solutions

Phase 4: Execution

KEYS TO SUCCESSFUL DELIVERY

1

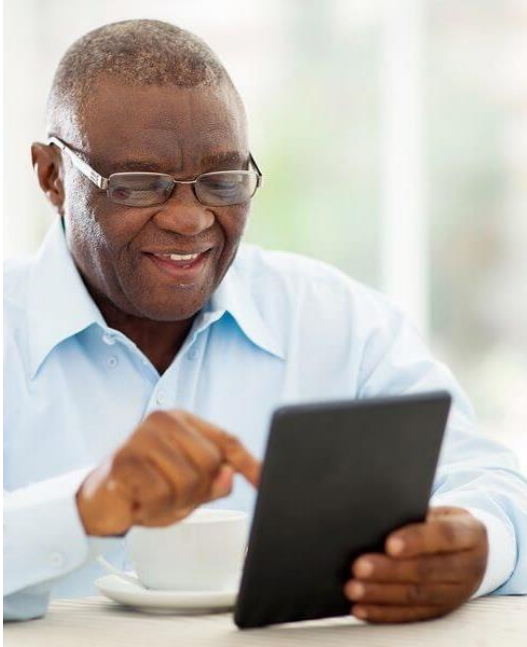
Strong **visionary champions** with clear objectives and deep understanding of patient needs

2

Strong **vendor relationships** to leverage

3

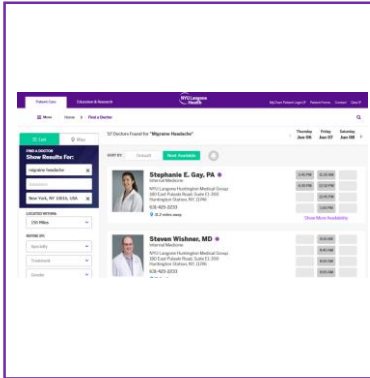
Enhance the patient experience **without burdening the clinician**



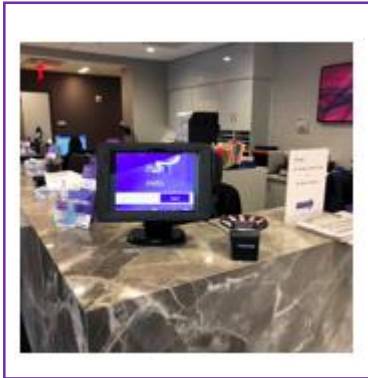
Patient Access at NYU Langone Health

Phase 4: Execution

Successful PDX Strategy Program – Patient Access



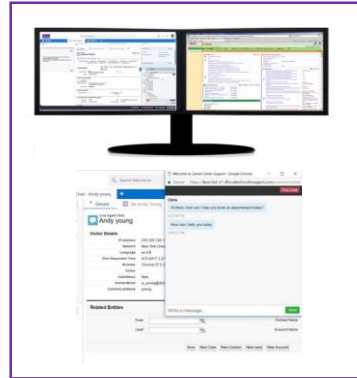
Find a Doctor and Online Scheduling



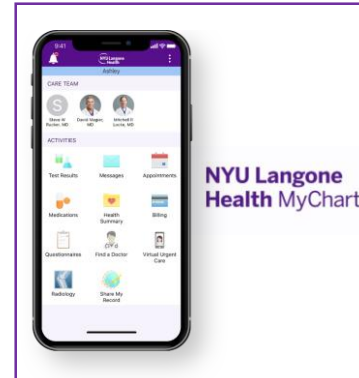
Checkmate for Easy Appointment Check-In



Tablets for Paperless Registration + Clinical Consent



Patient Access Center and Patient Chat in Collaboration with Salesforce



NYU Langone Health MyChart and Mobile App

Patient Access – *Recent Results*

- Achieved >50K digital appointments per month in March-May 2019
- Achieved 200% increase in growth in NYU Langone mobile app installations since January 2019
- Rolled out 430 Checkmate Kiosks across 118 FGP practices to date, with more in progress

Features & Capabilities

- Improved MyChart password reset flow, making it easier for patients to login to MyChart
- Improved digital messaging (texting, emails, push notifications) with patients to further encourage NYU Langone Health app download and usage
- Improved Find a Doctor search engine & design
- Implemented analytics in MyChart Web and the NYU Langone Health app to better understand patient behavior
- Improved call center agent's experience and increased efficiency of patient calls

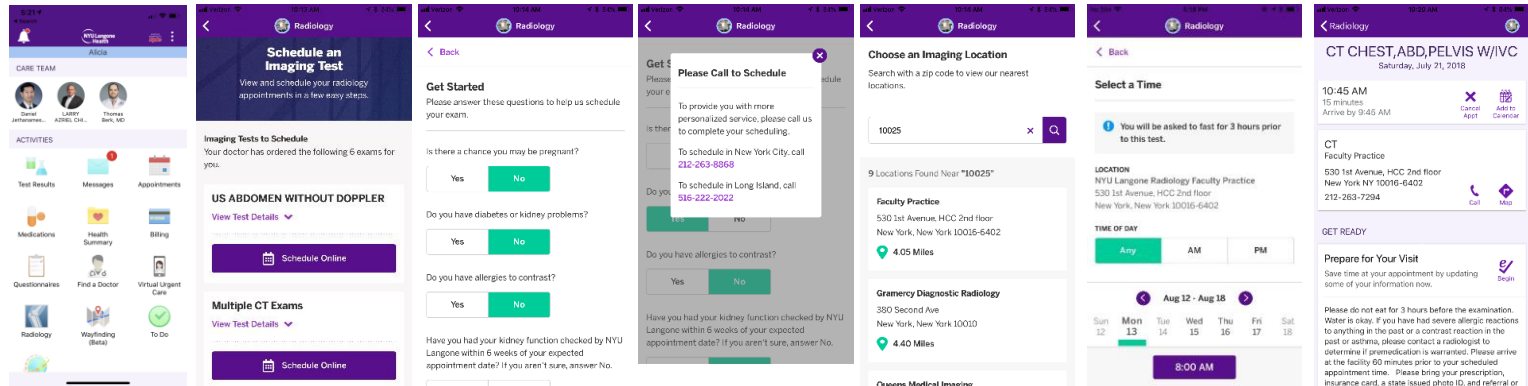


Radiology at NYU Langone Health

Phase 4: Execution

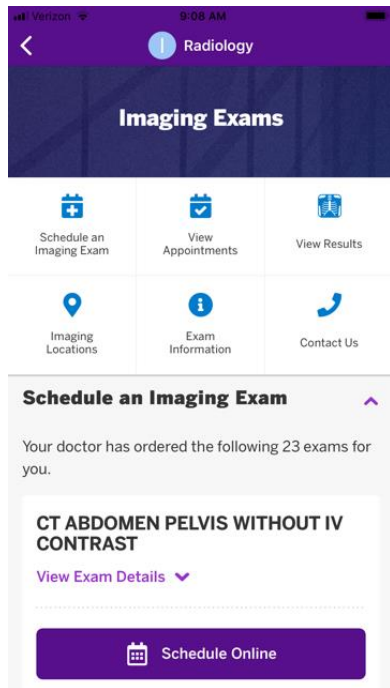
Successful PDX Strategy Program – Radiology

Radiology Scheduling in NYU Langone Health App



Recently Released Radiology Offerings

In partnership with Radiology and FGP

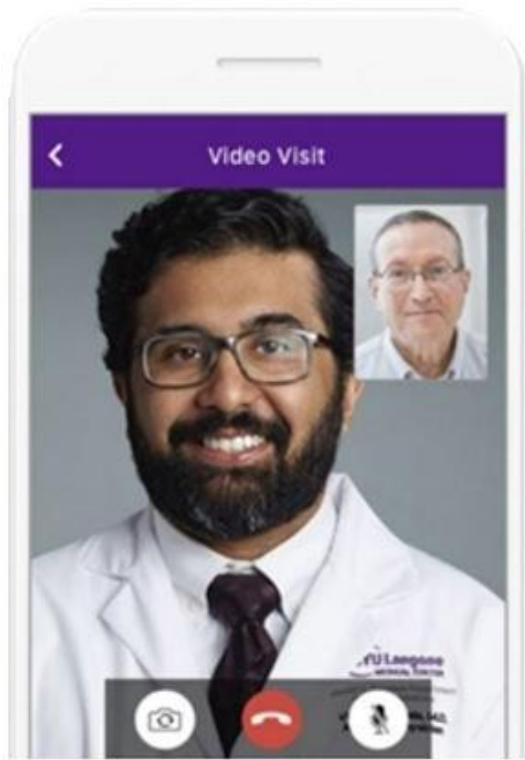


In May 2019:

- **37% of patients who visited the mobile app and had an eligible imaging order scheduled their appointment using the app**
- 15,702 patients viewed their imaging results within the app
- 2,271 viewed instructions for preparing for their exam
- 722 patients called us from the app

Features & Capabilities

- Ability to schedule imaging exams and view helpful information about your appointments, results, and imaging locations
- Directed messaging to encourage patients to schedule their imaging orders via the NYU Langone Health mobile app
- Standardized patient prep information accessible via MyChart
- Enhanced reporting capabilities to track patient engagement



Virtual Health at NYU Langone Health

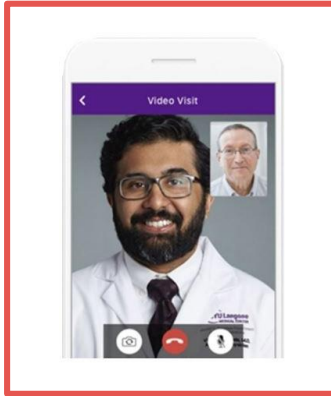
Phase 4: Execution

Successful PDX Strategy Program – Virtual Health

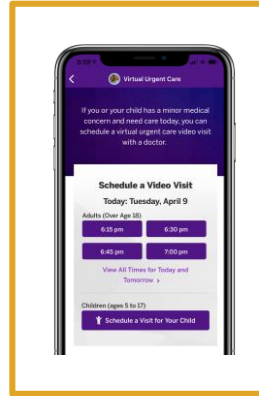
**Provider-to-Provider
Consultative Telemedicine**



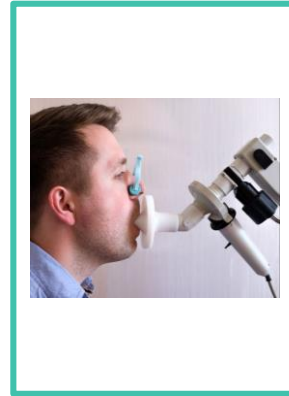
**Ambulatory
Video Visits**



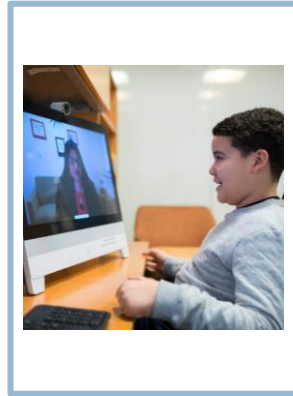
**Virtual
Urgent Care**



Remote Monitoring



School Programs



Virtual Health

Growing portfolio of virtual health services in more than 25 areas



Adult Psychiatry



Orthopedics



Ophthalmology



Transplant



FQHC School Based Clinics



Thoracic Surgery



Perelman Department of
Emergency Medicine –
Cobble Hill



Otolaryngology



Endocrinology



Gynecological Surgery

Growth of Virtual Health Since Program's Inception

7,650+

Completed MyChart
Video Visits

380

Providers with
Telemedicine Access

NYU Langone Amongst the Epic Community

#1

video visit
volume

#1

96% connection
success rate



Procedures at NYU Langone Health

Phase 4: Execution

Successful PDX Strategy Program – Procedures

Our Procedural Patient Experience Vision...

NYU Langone Health will empower its patients with a **highly personalized, transparent** procedural experience

based on the **individual needs and preferences** of patients and their families,

supported by **coordinated caregivers, standard processes, and digital offerings across all care settings.**

Four Elements Our Patients Want throughout their Procedural Experience



Personalization

I'm known...

"Didn't read my history. didn't address my concerns. thinks a bulging disc and pain that keeps me up at night can be addressed by Tylenol. and he was patronizing."

"I did express some anxiety about pain to the anesthesiologist who assured me that I would have very little pain. She said she had her hip surgery here some years ago and it was relatively painless. She really reassured me."

"Physically getting into the office is very difficult. Car's pull up in front of the building to let out patients in wheelchairs and there isn't even a curb cut for wheel chairs...I am on crutches and had a very hard time."



Navigation

I'm prepared...

"I suspected, but didn't know, that I would need a fresh X-Ray for this visit until just before the visit. Helps to know earlier as I drive or take a train into the city and the extra time for the X-Ray affects my travel planning."

"I had multiple surgeries and [it] was a much bigger deal than I expected"

"Before I was ALLOWED to make an appointment I was told the office had to 'verify' my insurance-my insurance has not changed in over ten years, and I've been getting treatment from NYU Langone offices in the last 12 months. This irritated the hell out of me"



Education

I understand...

"Overall, I felt the doctor gave me a medical diagnosis, but he did not help at all with an action/treatment plan. He provided no guidance until I asked, and even then he gave a perfunctory answer which was not particularly helpful."

"Nutrition and drugs need to be a bigger conversation - maybe in PAT or with the doctor."

"Nearly impossible to contact the doctor's nurse for an explanation or question. Pass through way too many people who leave you hanging on the phone. Have to call back repeatedly."



Communication

I'm heard...

"Communication among staff is very poor as misinformation regarding a referral was repeatedly given. I had to call over and over because I had been given incorrect information. When the MD called to clear this up, he was not kind either."

"...when your pre-op nurses call and tell people not to wear jewelry they should make a special reminder to take off one's wedding rings. I wore no jewelry but never thought about my wedding rings since they haven't left my hand in 30 years. There was a terrible moment when we thought they'd have to be cut off in order for me to have surgery and that was the worst moment of my entire experience!"

Recently Released Procedural Offerings

In partnership with Hospital Operations, GI/Endoscopy, and FGp

PAT Journey and Procedure Pass Optimization

TH6...

Revision Arthroplasty Hip Total - Gen

1320

Cocktail, S., MD

Medical Evaluation

Started

Complete

Not Needed

Comments: age

Checkpoints

Nursing Chart Prep Complete

PAT Nursing Review Complete

Checkpoint History

Transparency for patients on surgical scheduling and status

AT&T

1:14 PM

83%

622-622

Text Message

Tue, Sep 18, 6:33 PM

NYU Langone Health MyChart:

You are signed up to receive procedure update messages. Please do not reply to these messages.

NYU Langone Health MyChart:

The patient is doing well.

NYU Langone Health MyChart:

Reply HELP for help/ txt.tvoxx.com. Reply STOP to cancel. Msg&Data rates may apply. MsgFreqPerAcctSetup.

Wed, Sep 19, 8:49 AM

NYU Langone Health MyChart:

The patient is doing well.

Text Message

GI Endoscopy Procedure Preparation

NYU Langone Health

Notes

How to Prepare for Your Colonoscopy with Miralax®

Please read this entire handout carefully to prepare for your scheduled colonoscopy procedure. It has detailed instructions for before and after your procedure. We want to make sure you are well prepared for your colonoscopy. If you have any questions, please call us at the number your doctor provided. We would be glad to answer any questions about your scheduled procedure.

Before Your Procedure

Getting your Miralax® and Laxatives at the Pharmacy

- Over the counter bottle of Miralax® (238 grams)
- Over the counter bottle of Dulcolax® (brand name, Dulcolax®). You will need to take 4 tablets. Do not get the stool softener type.
- Also, you will also need one large pitcher that holds 2 liters of fluid. This is for the Miralax® preparation.

Medications and Supplements

- If you take any medications or vitamins (especially diabetes medications or blood thinners), please speak with your doctor. Your doctor will let you know when you should stop taking your medications.
- Take your medications as prescribed with small sips of water (if needed) the day of your procedure. Do this unless otherwise instructed by your doctor.

Three Days Before Your Procedure

- Do not eat corn, quinoa, lentils, peas, beans, fruits, leafy vegetables, red beets, nuts or anything with seeds. Do not eat these foods for three days before your colonoscopy. This way you are clear and clean before your procedure.

One Day Before Your Procedure

- You can have a light breakfast (for example, eggs, toast without seeds, yogurt). After breakfast, have a full liquid diet until you begin your prep in the afternoon. Examples of full liquid diet foods are: cream soup, ice cream, shakes, milk, juices and pudding. Do not chew gum. Do not eat red beets, corn or any food with seeds.
- Drink as much liquid as you can. This will help make sure you are prepared for your colonoscopy.

What foods are not okay?

Beets

Corn

Fruit

Gum

Seeds

Starting the Preparation (One Day Before the Procedure)

Step 1: Prepare the Miralax® Solution

- Pour the entire 238 gram bottle of Miralax® into a large pitcher.
- Then add 64 ounces of water or any clear liquid (for example, apple juice, ginger ale, etc.) to the pitcher.
- Once the Miralax® is dissolved, you can put the solution in the fridge. It may taste better if chilled.

Procedural – *Recent Results*

- 61% of patients scheduled for surgery in May had active MyChart account prior to their procedure
- 40% of patients' families are receiving notifications on their status while in surgery
- 32% of endoscopy procedures ordered are leveraging a new SmartSet to facilitate the delivery of standard bowel preps to patients

Features & Capabilities

- Surgical procedure appointments available for patients to see in MyChart
- Standardized patient instructions for GI Endoscopy procedures available in MyChart
- Text messages to remind patients of and prepare them for their upcoming GI procedure
- Text message notifications to keep patient's family up to date during a procedure
- Creation of Dean's Task Force for PAT Journey Redesign and Optimization
- Updated PAT requirements incorporating both patient and procedural factors
- Expanded access to Procedure Pass with enhanced reports, supporting efficient communication across members of the pre-operative team

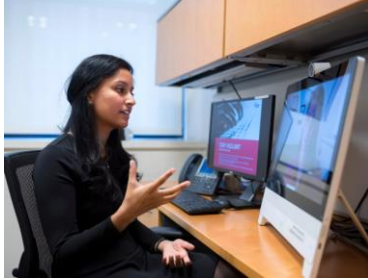
Upcoming Digital Patient Experience Efforts

Patient Access



- Continue to improve MyChart & NYULH Mobile app experience, including support for multi-languages
- Continue to enhance NYU's web presence and the online scheduling experience
- Improve the healthcare proxy experience
- Increase access to digital apps and content for patient engagement and education
- Optimize patient messaging
- Deploy Checkmate kiosks across Winthrop and the Cancer Center

Virtual Health



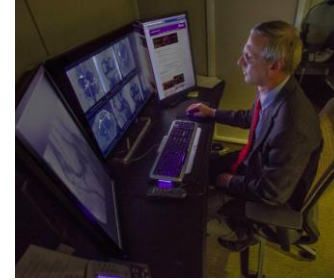
- Fast-track low acuity ED patients to a video visit with a telemedicine provider
- Improve reimbursement to allow access to more patients
- Offer Multi-patient video visits, screensharing, and messaging
- Expand remote monitoring capabilities
- Schedule non-Virtual-Urgent-Care video visit appointments online
- Invite a healthcare proxy on-the-fly

Procedural



- Provide informational videos to GI patients preparing for endoscopy procedures
- Enhance family notifications and other patient communications
- Offer home exercise and recovery education for Orthopedic patients
- Redesign the PAT process to benefit both patients and providers

Radiology



- Allow patients to access imaging results and images in MyChart
- Develop predictive models for appointment wait times and no-shows
- Implement *Hello Patient* geo-fencing capability for easy check-in
- Improve radiology specific patient communication
- Allow patients to upload/send imaging orders to Radiology via the NYU Langone Health app

Obstetrics



- Offer remote monitoring for prenatal patients via MyChart
- Offer post-operative video visits for C-section patients
- Provide an improved digital registration experience for parent education classes
- Make Maternal Fetal Monitoring images available through the NYU Langone Health app

Patient Digital Experience Goals for Jan 1, 2020:



May 2019 Status:

100,000 appointments/month
scheduled online

50k+/month

1,500 Epic-integrated MyChart
video visits/month
(including Virtual Urgent Care)

700+/month

50% of surgical and OB patients leveraging
NYULH digital tools to engage with their
care team during their journey

Report in
Development

Digital Patient Experience Capability Inventory

DISCOVER

Initial Connection

1. [Learn about NYU Langone Health](#)

Research & Investigation

2. [Find and research potential providers for primary and specialty care](#)
3. [Investigate conditions that NYU Langone treats](#)
4. [Access care journey guides for a condition or procedure with option to personalize](#)

Availability and Wait Times

5. [Understand how long I'll have to wait for emergency care](#)
6. [Understand how long I'll have to wait for ambulatory \(including urgent\) care \(e.g. next available appointment time\)](#)

- Capabilities not yet offered
- Capabilities offered as of July 2018
- Capabilities which have been newly created or further enhanced since July 2018

ENGAGE

Appointments and Clinical Trials

7. [Receive help finding and accessing care](#)
8. [Schedule an appointment online and get confirmation](#)
9. [Receive notification of appointment opening](#)
10. [Receive appointment reminders](#)
11. [Get real-time notifications/updates on my appointment status \(on-time?\)](#)
12. [Find and enroll in a clinical trial](#)

Prepare (billing/reg.)

13. [Update and validate my insurance information](#)
14. [Sign consents, advanced directives, and other documents](#)
15. [Understand costs upfront](#)
16. [Complete and confirm medical and financial clearance](#)
17. [Receive notification if registration profile is incomplete](#)

Prepare (clinical)

18. [Import medical record information from another institution](#)
19. [Understand my pre/post procedural requirements](#)
20. [Understand what to expect during and after a visit](#)
21. [Document my questions prior to appointment for my and/or provider reference](#)
22. [Complete questionnaires and assessments \(including capture and/or validation of patient's PCP\)](#)
23. [Receive reminders to complete clinical prep tasks prior to appointment/procedure](#)

Share Information

24. [Assign proxy rights to access my PHI](#)
25. [Share health information with my extended care team](#)
26. [Share my appointment information with family and friends](#)

Care Preferences & Personalization

27. [Share preferences on meal, environment, visitors \(inclusion and exclusion\), etc.](#)
28. [Share personal information with my care team \(spiritual, etc.\)](#)

Outreach

29. [Receive outreach about gaps in care or clinical trials](#)

Account Management

30. [Create and manage a personal account](#)
31. [Set communication preferences](#)

TREAT

Arrival & Administration

32. [Digital check-in prior to or upon arrival to facility](#)
33. [Provide outstanding registration information](#)

Patient Participation

34. [Identify people who enter my room](#)
35. [View health data/results obtained during admission](#)
36. [Learn about my care team](#)
37. [Take notes during my admission/visit](#)

Activity Management

38. [View my daily care plan/schedule](#)
39. [Understand my medications](#)
40. [Receive reminders for self-care activities](#)

Remote Care

41. [Remote engagement with care providers to further understand my condition \(e.g. second opinions\)](#)
42. [Receive remote synchronous or asynchronous care from home or NYU Langone facilities \(telemedicine\)](#)

Caregiver Support

43. [Participation of family and friends in care updates \(telemedicine\)](#)
44. [Share my procedure recovery progress with family and friends \(e.g., when surgery ends\)](#)
45. [Communicate synchronously or asynchronously with family and friends, and care team](#)
46. [Allow my transfer team to communicate with my family and friends, and incoming facility](#)

Patient Requests

47. [Emergency call for help while admitted](#)
48. [Request food, water, blankets, gown, etc.](#)
49. [Access interpreter services](#)
50. [Order meals and get delivery status while admitted](#)
51. [Control environment of my room or procedural space](#)

Education & Entertainment

52. [Access school/teachers remotely while admitted](#)
53. [Receive integrated patient education \(LMS\)](#)
54. [Play games, listen to music, watch tv, VR, etc.](#)
55. [Discuss learning progress with family and friends, and care team](#)

Wayfinding

56. [Get to my treatment location](#)
57. [Find my way within the facilities](#)
58. [Allow family and friends to locate me](#)

TRANSITION

Information Sharing

59. [Receive summary of care and instructions](#)
60. [Communicate/connect remotely with my care team \(incl. remote monitoring\)](#)
61. [Send images to my care team for a status check \(telemedicine\)](#)
62. [Access labs and imaging results](#)
63. [Request and receive release of information for my medical record along with a receipt of medical records to DA \(direct address\)](#)

Access to Tools and Services

64. [Be prescribed and access apps and services to support health management and make informed decisions](#)
65. [Register for a class](#)
66. [Access support resources including groups, literature, etc. \(telemedicine\)](#)
67. [Get help using my digital tools](#)
68. [Fill and refill rx](#)
69. [Receive information on skilled nursing facility, long term care, rehabilitation facility options](#)

Tracking, Alerts, & Reminders

70. [Set and review my health goals](#)
71. [Take/record vitals, activity, etc. from a wearable device and share with my care team \(telemedicine\)](#)
72. [Receive follow-up and health maintenance reminders](#)
73. [Receive medication adherence reminders](#)
74. [Track and communicate reasons why medication was missed](#)
75. [Get alerts from my care team based on health tracking data \(telemedicine\)](#)
76. [Allow family and friends to provide input on my health status and progress \(e.g. fill out a questionnaire about a patient\)](#)
77. [Track my health progress over time](#)
78. [Receive rewards for improving my condition](#)

Finances

79. [Pay my bills](#)
80. [Understand my payment options or plans](#)
81. [Understand and get clarification on billing](#)

Transportation

82. [Arrange for transportation needs post care](#)

GIVE & REVIEW

Give Feedback

83. [Provide feedback \(positive and negative\)](#)
84. [Share my experience and post reviews for the community](#)

Give Financial Support

85. [Donate to NYU Langone](#)
86. [Fundraise for NYU Langone](#)

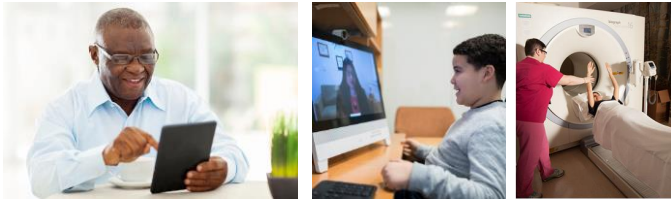
Continued Success

Maintaining Momentum

- ✓ **CROSS POLLINATION** – one group sees the success of another and builds on it
- ✓ **FREQUENT CONVERSATIONS** – regularly meeting with operational and clinical stakeholders to maintain engagement
- ✓ **FREQUENT RELEASES** – small, fast, and iterative keeps operational engagement, and allows us to continually learn and evolve
- ✓ **SOCIALIZING** – keeping the organization engaged in PDX with events, newsletters, etc.

Like **Patient Digital Experience (PDX)**, we're developing a **Clinician Digital Experience (CDX)** Strategy

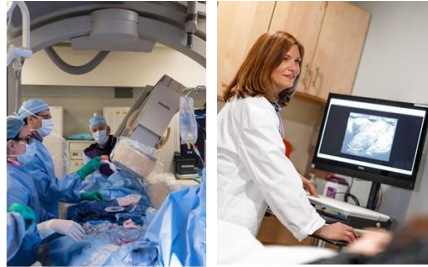
PDX



Patient Access

Virtual Health

Radiology

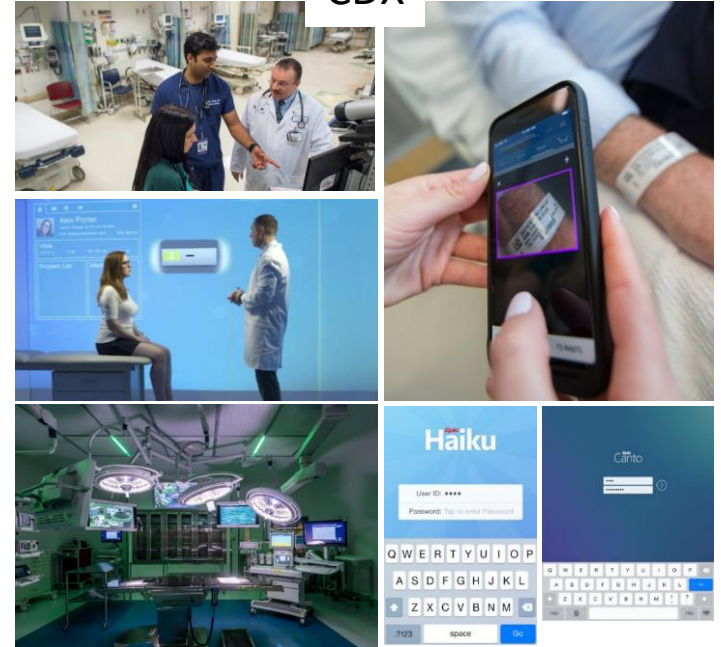


Procedural

OB/GYN

*working
together*

CDX



Thank you

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