



CureMD UC'24

Raleigh, North Carolina

Connecting Cure Communities

novelHealth
Elevate Patient Experience.

For Better Health Outcomes.

**Scan QR Code
for Session
Attendance**



Digital Check-In



Elevate Your Patient Experience!

Reduce paperwork and save time for patients and staff with integrated check-in.

Check-In

Notifications

Automatic reminders via text or emails.

Any Device

Patients can use their preferred device.

Multilingual

English, Spanish, Chinese support.

Geolocation

Patients can notify staff with a simple 'I am here' click upon arrival.

Data Capture

Integration

Capture clinical data directly into your EHR and save Staff time from entering data.

Simplicity

Patients appreciate our user-friendly interface for self-service check-in.



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Automate your front office with Digital Check-In

Forms

Consent

Streamline your consent forms – without staff involvement.

Customizable

Use your consent forms or choose from comprehensive templates.

Time Saving

Shift to digital consent to significantly cut manual tasks and error

Payment

Insurance

Patients can quickly upload insurance details, enabling automated eligibility and benefits verification.

Balances

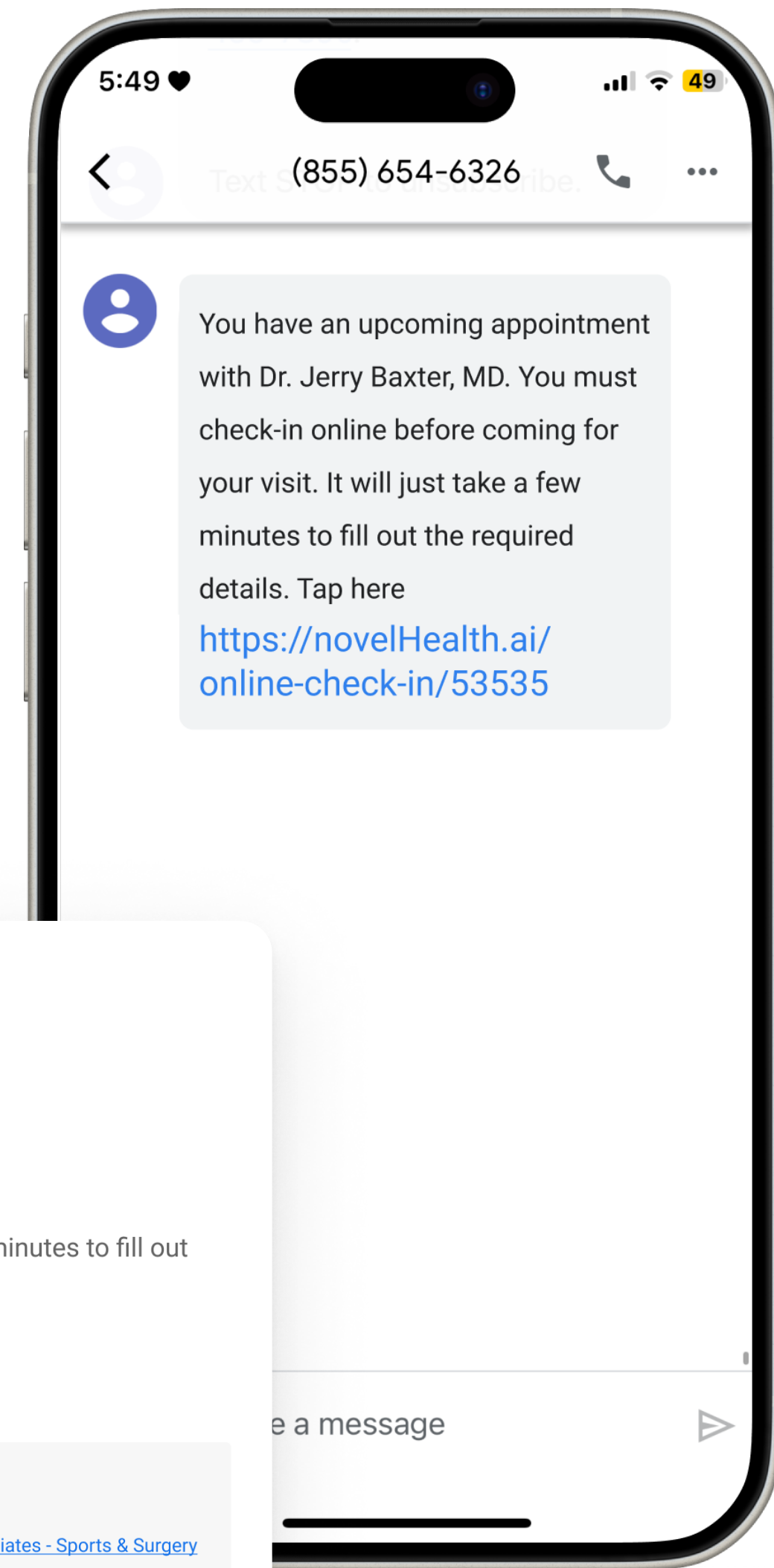
Collect co-pays, deductibles, and balances, while keeping a card on file for future payments.



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Digital Check-In Workflow

The patient receives a reminder to check-in, in three days before his appointment



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Check-In for your appointment

Hey, Bob! You have an upcoming appointment with [Dr. Jarrod Frydman, MD](#).

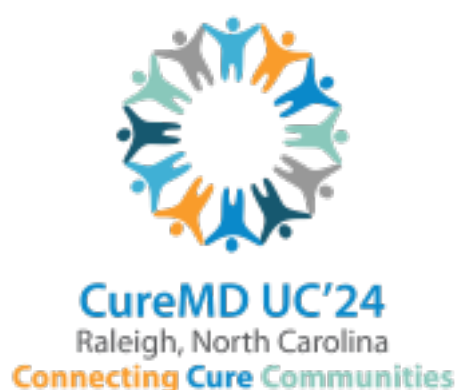
You must check-in online before coming for your visit. It will just take a few minutes to fill out the required details.

[Start Check-In](#)

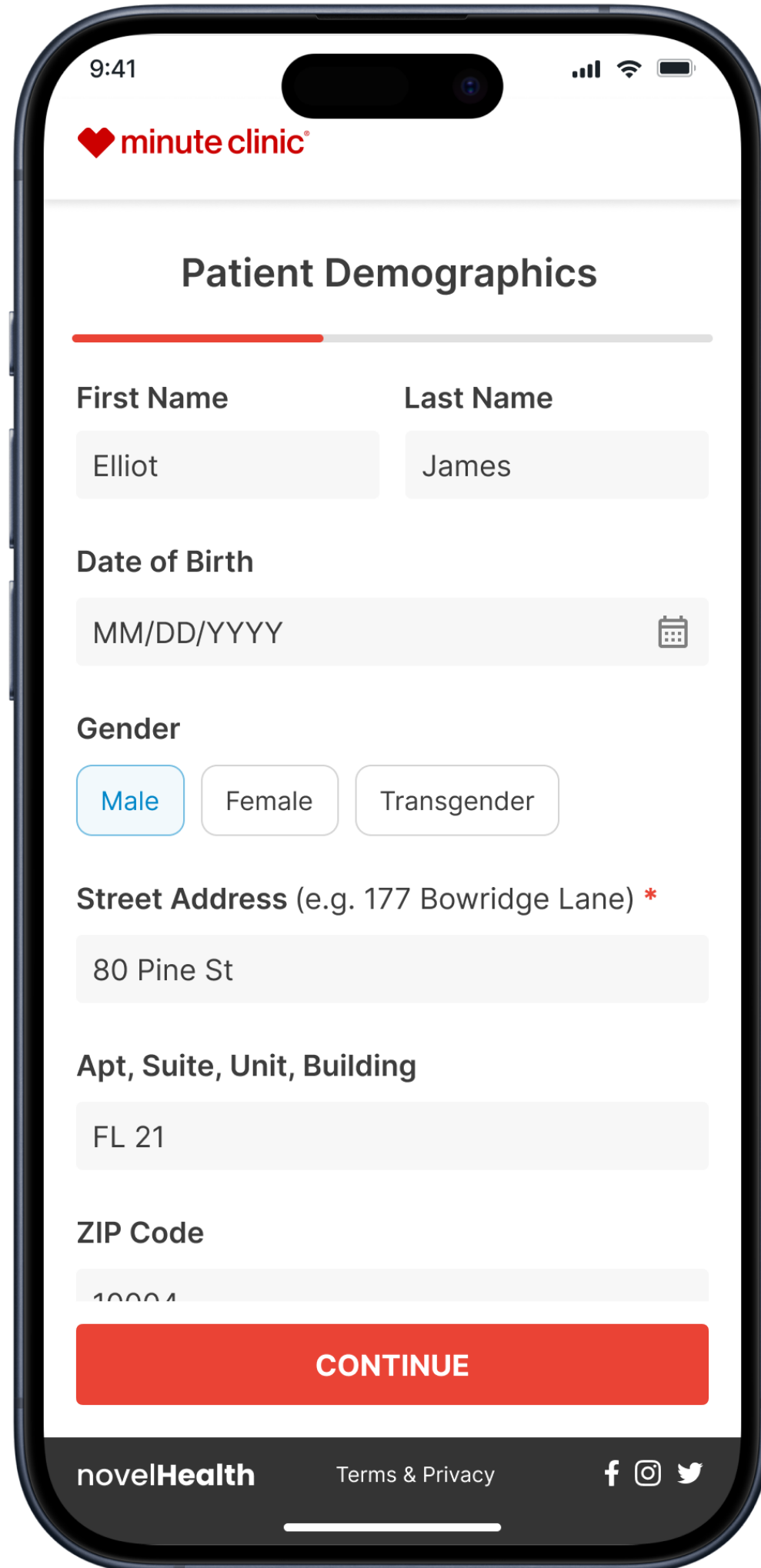
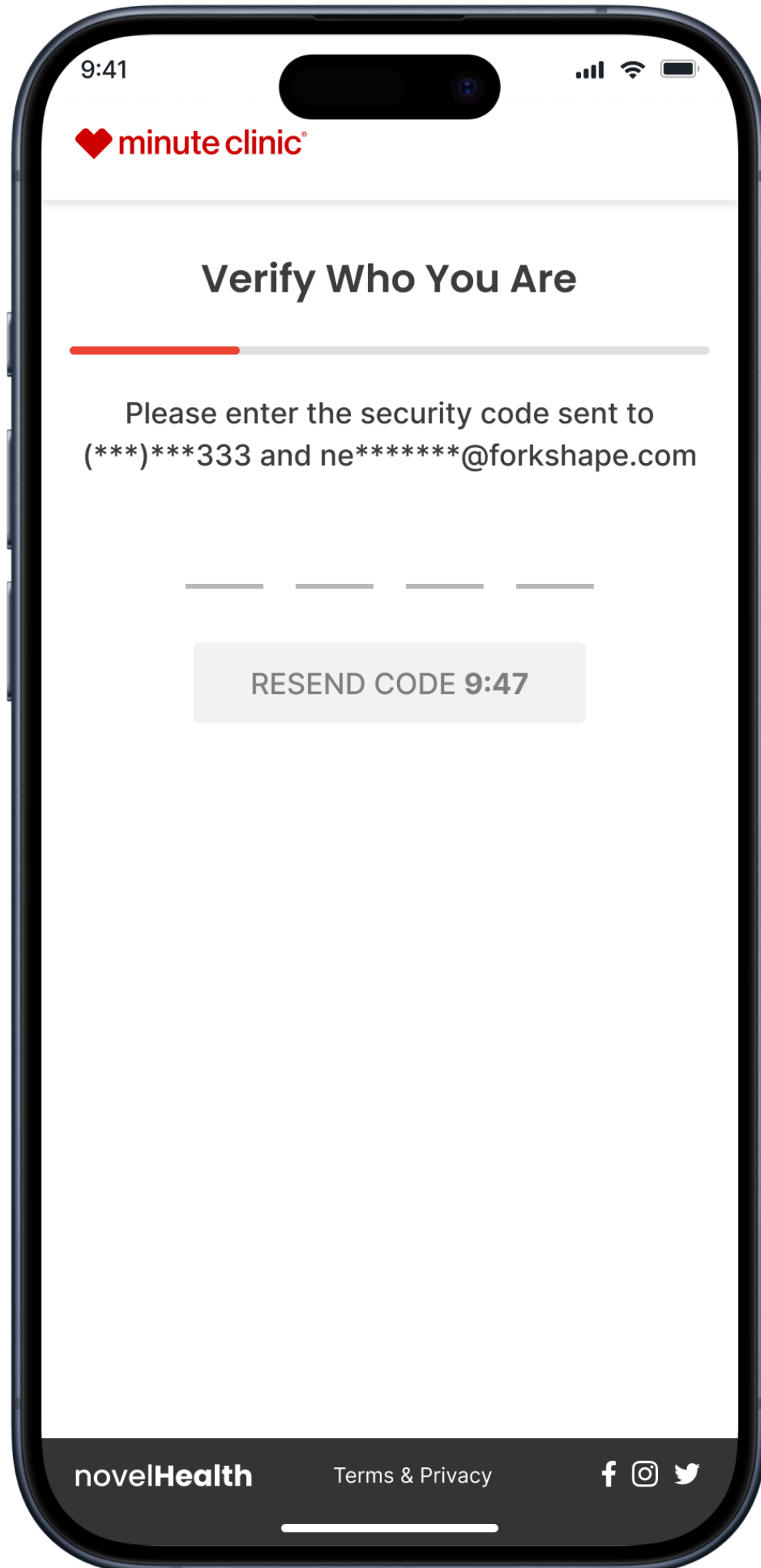
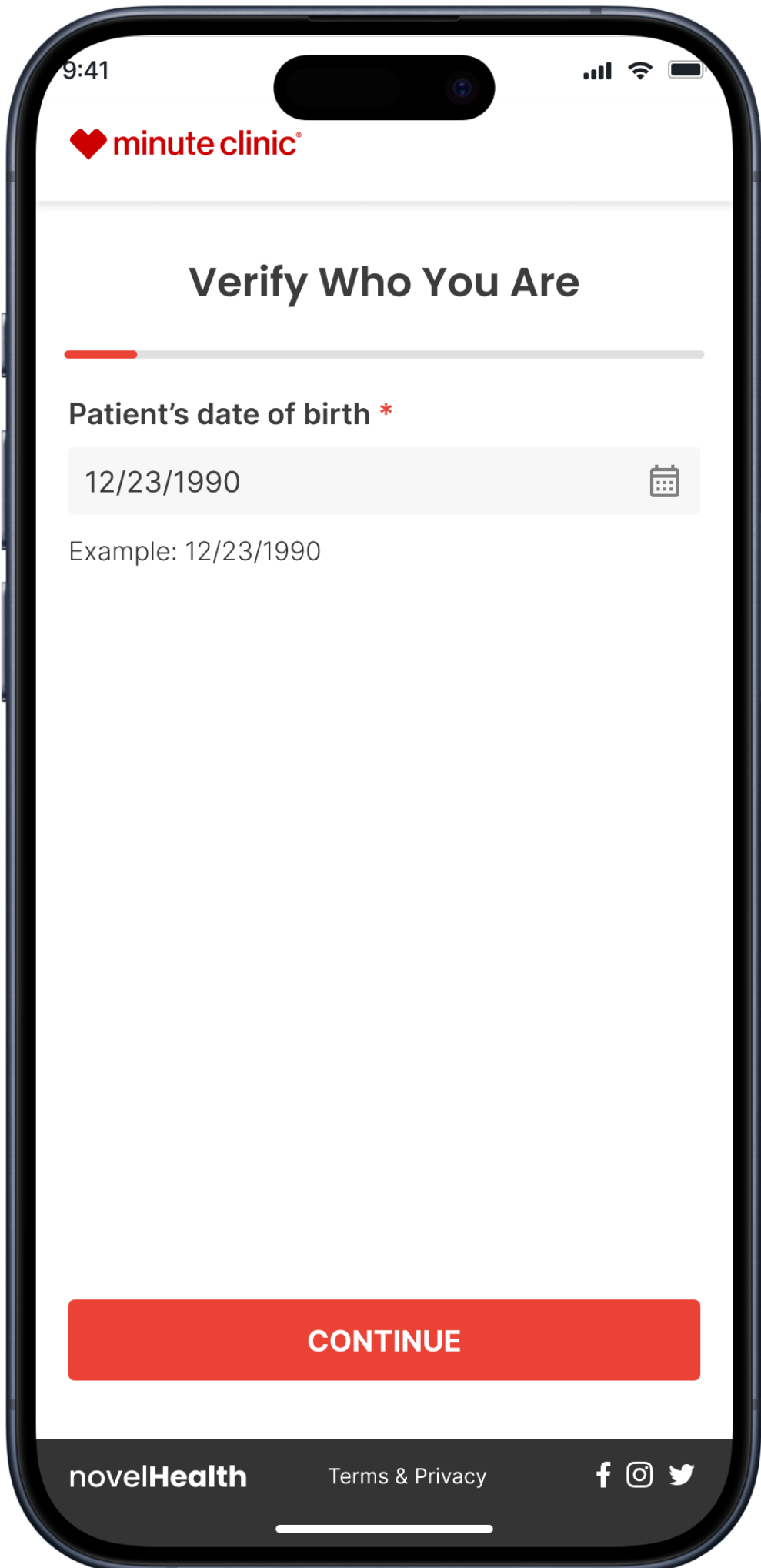
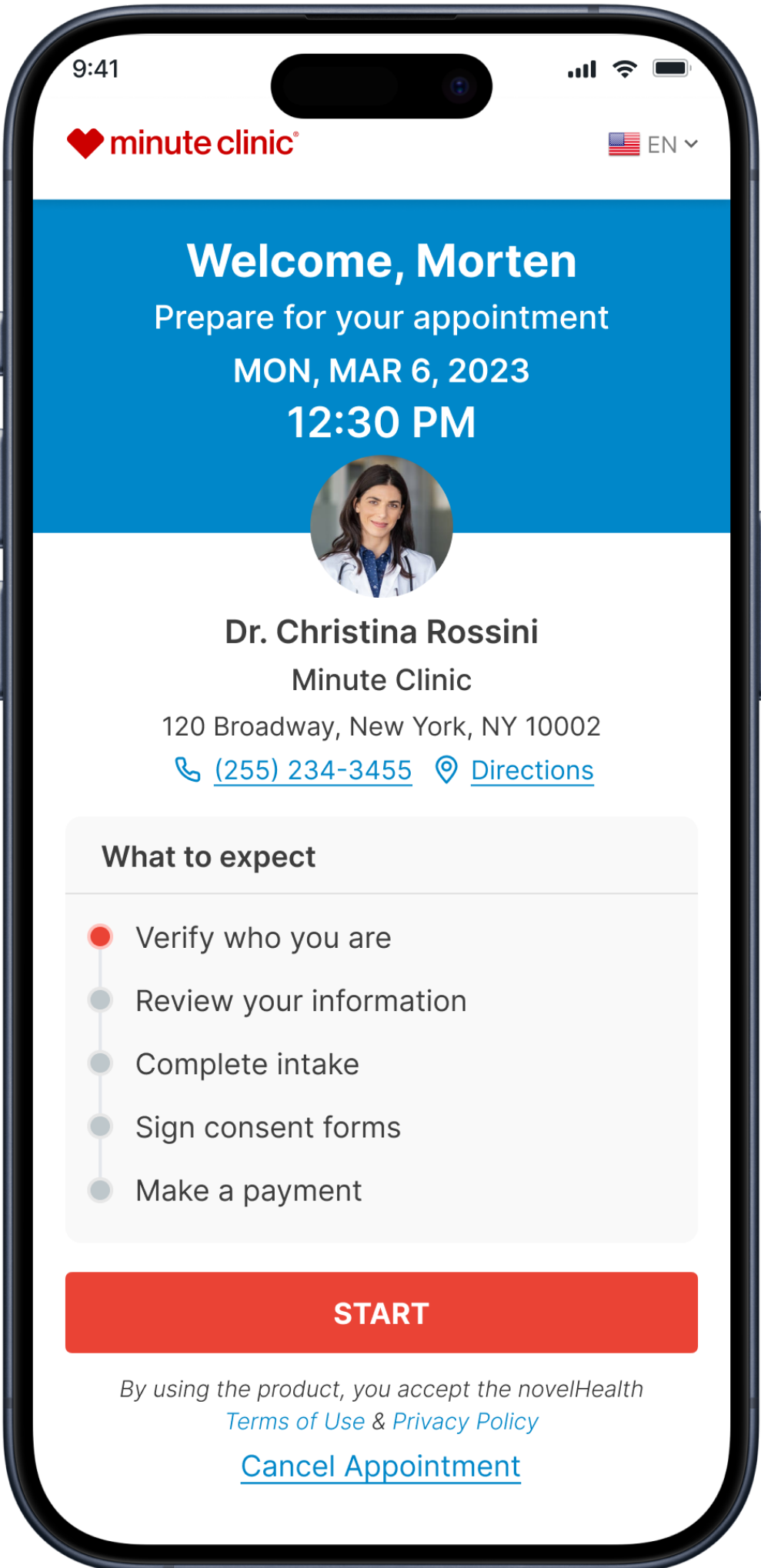
Appointment Details

Dr. Jarrod Frydman, MD Sports Medicine Specialist, Orthopedic	Mon, Jun 28 5:00 pm	NY Orthopedics Associates - Sports & Surgery
Aetna W214277241	1129 Northern Blvd Manhasset, NY 1130	

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Digital Check-In



Digital Check-In

9:41

minute clinic

Emergency Contact

Person to contact incase of an emergency

First name * Last name *

Elliot James

Cell *

(212) 555-5555

Relationship to patient *

Brother

CONTINUE

[Back](#) [Skip](#)


novelHealth Terms & Privacy

9:41

minute clinic

Patient Picture

Please take a picture of the patient



ADD PICTURE

[Back](#) [Skip](#)

novelHealth Terms & Privacy

9:41

minute clinic

Emergency Contact

Person to contact incase of an emergency

First name * Last name *

Elliot James

Cell *

(212) 555-5555

Relationship to patient *

Brother

CONTINUE

[Back](#) [Skip](#)

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9:41

minute clinic

Emergency Contact

Person to contact incase of an emergency

First name * Last name *

Elliot James

Cell *

(212) 555-5555

Relationship to patient *


Brother

CONTINUE

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Digital Check-In



Covid Screening

Are you experiencing any other NEW symptoms listed below which may be associated with COVID-19? Please select all that apply. *

None of the above Breathing

Fatigue Congestion or runny nose


Nausea or vomiting Sore Throat

In the past 2 weeks, did you or anyone in your household travel outside of your local community? *

Yes No

CONTINUE



[Back](#)







Preferred Pharmacy



Please confirm that the patient's preferred pharmacies details are correct

[+ Add Another Pharmacy](#)

WALGREENS DRUG STORE  
920 US HIGHWAY 431 BOAZ, AL 359571732
(256) 593-6092

CVS DRUG STORE  
920 US HIGHWAY 431 BOAZ, AL 359571732
(256) 593-6092

WALGREENS DRUG STORE  
920 US HIGHWAY 431 BOAZ, AL 359571732
(256) 593-6092

WALGREENS DRUG STORE  
920 US HIGHWAY 431 BOAZ, AL 359571732
(256) 593-6092

CONTINUE

[Back](#)

9:41

[Back](#) **Video Visit**

Review & Sign

HIPPA Compliance Patient Consent

Lorem ipsum dolor sit amet consectetur. At egestas consequat neque blandit a. A est suscipit nec sit aliquet mattis mattis. Enim donec quis ornare pharetra amet. Netus volutpat mi tincidunt senectus. In sagittis fusce risus nunc nulla. Et tincidunt ut quis neque sit quis.

Scelerisque est cum lacus orci et. Ut fringilla elementum magna arcu. Arcu commodo diam urna velit donec. Justo senectus risus amet sit. Dolor non congue nunc lorem ante faucibus ac arcu ullamcorper. Lorem ipsum dolor sit amet consectetur.


Accept Decline


Please enter your full name below to consent.

I understand that by entering my name and tapping 'Continue', I am electronically signing these document(s).

CONTINUE


9:41





All set Morten,
you're checked-in!

MON, MAR 6, 2023
12:30 PM



Dr. Christina Rossini
Minute Clinic
120 Broadway, New York, NY 10002

[Directions](#) [\(313\) 345-3455](#)

[Add to calendar](#)

How did we do today?

On a scale of 1-10, how likely are you to recommend novelHealth to a friend or colleague?

1 2 3 4 5 6 7 8 9 10

☆ ☆ ☆ ☆ ☆ ☆ ☆ ☆ ☆ ☆

SUBMIT

Insurance information synced with CureMD

CureMD version 10g Inbox Task **1** Documents Today's Patients eFax **30** Back to old layout Release Notes novelHealth Support Mr. Steven Gill

Greene, Claire 68Y 6M Female DOB03/20/1956 A/C 3044 Portal: Active

Home (631) 673-2931 Primary Plan Aetna Vitals No data recorded Allergies No data recorded Notes Called Multiple Times to Para-Meds for Medical Records but after leaving vm still response. !
 Mobile (631) 793-2183 Plan Balance - Pharmacy WALGREENS DRUG STORE #17701
 PCP - Patient Balance \$ 580 Unapplied Lab
 Referring - Family - Radiology

Demographics Insurance Contacts Consents Disclosures Preferences Restrictions

Save Delete Cancel Log

Priority	Plan	Address	Insured Party	Policy Number	Status	Eligibility
Primary	Aetna	Aetna SRC		W256052039	Active	(NE)
Primary	Aetna	P O Box 981107		W256052039	Active	(P)
Primary	Aetna	Aetna SRC	Self	W256052039	Active	(P)

Insurance

Plan* Aetna Active Default Referral Required

Address* Aetna SRC

Address Category

Priority Primary Copay 50.00

Subscriber Policy No.* W256052039 Patient Policy No.

Group Number 87007101100002 Group Name RALLYE MOTORS LLC

Sign On File* 1/1/2019 Release Information Yes

Effective Date 03/01/2019 Termination Date

Exception Code Person Code

WCB Carrier Code W

Insurance Code (P) HM Health Maintenance Organization (HMO)

Comments

Claim File Indicator CI - COMMERCIAL

Front

Back

Screening forms synced with CureMD

CureMD version 10g Inbox Today's Patients Back to old layout Release Notes novelHealth Help Mr. Josh Segal

Patient - Intake Form

Search

Registration
Provider Notes
Clinical
Messages
Interoperability
Documents
Appointment
Billing

Greene, Josh 31Y 9M Male DOB 12/22/1992 A/C 762 Email Pt Only Text Voice Mail OK

Home	-	Primary Plan	CIGNA
Office	-	Plan Balance	\$ 409
PCP	Dr. PCP, No	Balance	Unapplied
Referring	-	Patient	-
	j.greene@yahoo.com	Family	-

Notes: No data recorded

Pharmacy: Walmart Pharmacy 737
Lab
Radiology

Intake Forms Patient Health Questionnaire and General Anxiety D

Print

Note: This is a read-only form.

Over the **last 2 weeks**, how often have you been bothered by any of the following problems? Please check the button for your answers.

PHQ-9

1. Little interest or pleasure in doing things.

0-Not at all
 1-Several days
 2-More than half the days
 3-Nearly every day

2. Feeling down, depressed, or hopeless.

0-Not at all
 1-Several days
 2-More than half the days
 3-Nearly every day

3. Trouble falling or staying asleep, or sleeping too much.

0-Not at all
 1-Several days
 2-More than half the days



Clinical Intake

What's New?

Clinical intake that goes directly into provider note.

Patients can add

- Medical History
- Allergies
- Medications
- Family History
- Surgical History
- Immunization History

Assessment/Screenings like PHQ-2, GAD-7, etc. that calculate risk score in EHR

Patients can add

- Risk screenings
- Health evaluations
- Specialty-specific questionnaires

Ensuring you are fully prepared to deliver care from the moment the patient walks in.

9:41

minute clinic

Medical History

Selected Conditions

Whooping cough

Select all of the Patient's past and current medical conditions

None Hypertension Hyperlipidemia

Diabetes Depression Anxiety

Asthma Cancer Heart Failure

Chronic Kidney Disease Stroke Obesity

Osteoarthritis Thyroid Disorders

HIV/AIDS Other / Not listed

[Less Conditions](#)

CONTINUE

[Back](#)

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9:41

minute clinic

Surgical History

Selected Surgeries

Thyroidectomy for suspected cancer

Cosmetic surgery

Select the surgeries or procedures you have had

None Appendectomy Angioplasty

Back surgery Breast biopsy

Cosmetic surgery Cataract surgery

Hip replacement Gastric bypass

Heart bypass surgery Sinus surgery

[Less Surgeries](#)

CONTINUE

[Back](#)

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Clinical Intake

9:41 📶 🔋

minute clinic

Allergies

Selected Allergies

- Milk - Vomiting, Wheezing
- Drug Allergy - Hives, Bleeding

Select any allergies you may have

None Peanuts Milk Crustaceans

Anaphylaxis Urticaria & Angioedema

Drug Allergy

[More Allergies](#)

Symptom

None Itching of the skin or eyes Hives

Skin rash Bleeding Swelling

CONTINUE

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9:41 📶 🔋

minute clinic

Medications

Selected Medications

- Acetaminophen - Daily
- Actos - Twice a day

[+ Add Another Medication](#)

CONTINUE

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9:41 📶 🔋

minute clinic

Family History

Selected Conditions

- Diabetes - Mother, Brother
- Epilepsy - Grandmother(Maternal)

What medical conditions have your family been treated for?

None Allergy Arthritis Asthma

Hypertension Diabetes Dementia

Chronic Kidney Disease Epilepsy

Parkinson's Disease Multiple Sclerosis

Coronary Heart Disease Shingles

CONTINUE

[Back](#)

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9:41 📶 🔋

minute clinic

Social History

How often do you smoke?

Daily Occasionally Never Former

How often do you drink alcohol?

Daily Occasionally Never Former

How often do you exercise?

Not Active

Minimal amount of exercise(once, weekly or less)

Moderate amount of exercise(1-3 times a week)

Heavy amount of exercise (4 or more times weekly)

CONTINUE

[Back](#)

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Online Patient Scheduling



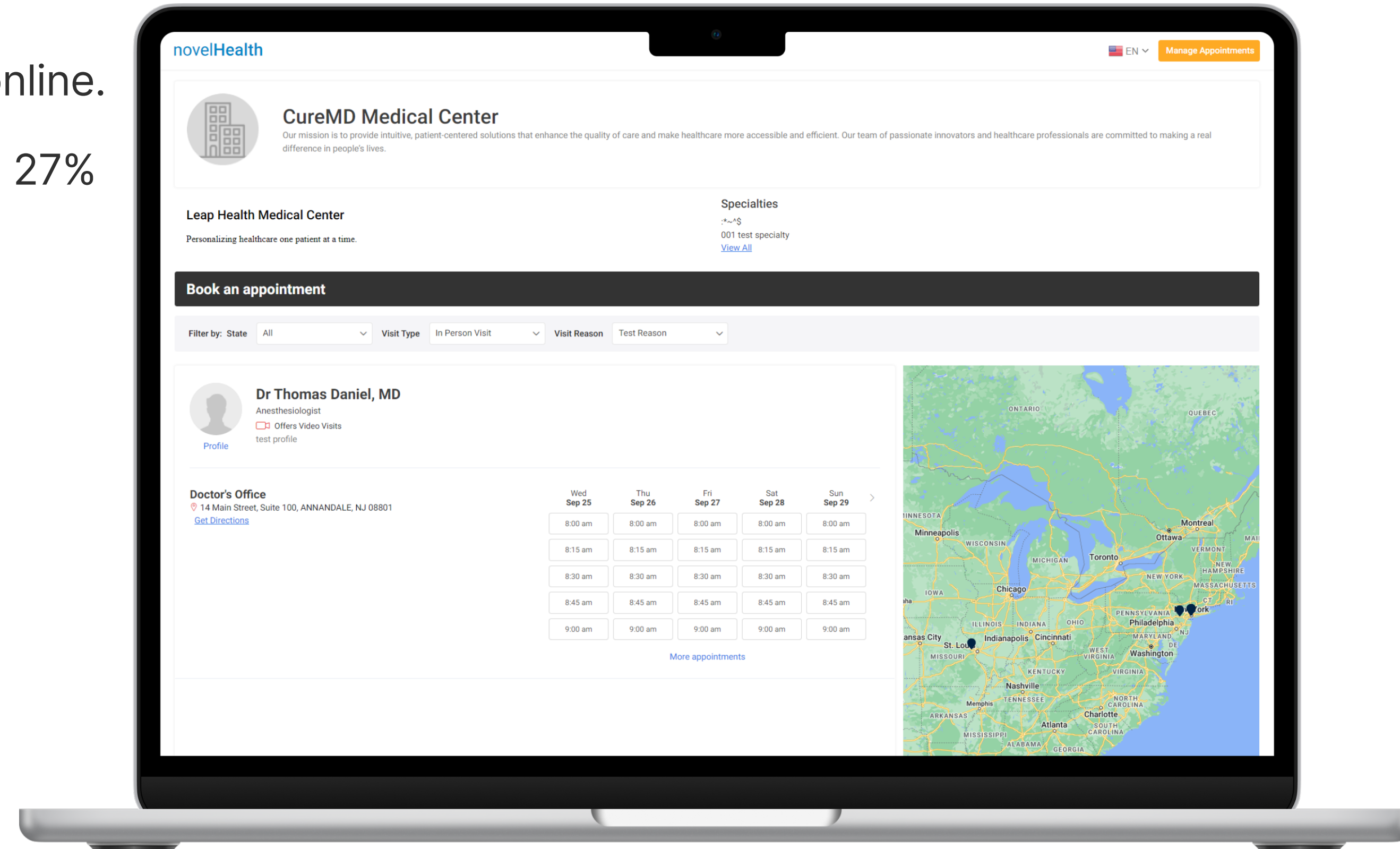
CureMD UC'24
Raleigh, North Carolina
Connecting Cure Communities

Easy Online Scheduling Anytime, Anywhere

Patients love the convenience of booking appointments online. Practices using the **Online Scheduling Button** see up to a 27% increase in new patient bookings!

Why Do You Need It?

- **Around-the-Clock Booking:** Capture appointments even outside office hours.
- **Self-Service Scheduling:** Patients view real-time availability and book without back-and-forth emails or calls.
- **Reduced Admin Load:** Automate eligibility checks and even collect payments upfront.



What do you get?



Effortless Booking

With just a few clicks, anytime, anywhere.



Instant Updates

Real-time syncing keeps your schedule perfectly aligned with your practice.



No More No-Shows

Automated reminders via email, SMS; customizable frequency.



All-Device Access

Schedule from any device—making it easier than ever.

Online Booking Workflows

The screenshot shows the novelHealth interface for booking an appointment. At the top, there's a navigation bar with the novelHealth logo, a language selector (EN), and a 'Manage Appointments' button. Below this is a header for 'CureMD Medical Center'. A prominent 'Book an appointment' button is visible. Underneath, there are filters for 'State' (set to 'All') and 'Visit Reason' (set to 'Follow up'). The main content area features a profile for 'Dr. Thomas Daniel, MD', an Allergist-Immunologist, with options for 'Video Visit' and 'Text Profile'. To the right is a map of New York City. Below the profile is a calendar view for '1600 Hillsborough - Non Par' (85 Broad Street, New York, NY 10004) showing appointment slots from Sunday, August 27 to Thursday, August 31. The slots are organized by time slots: 8:00 am, 8:15 am, 8:30 am, 8:45 am, and 9:00 am. A 'More appointments' link is provided. At the bottom, there's a footer with the novelHealth logo, copyright information, and links to 'Terms of Use' and 'Privacy Policy'.

We never share your information without permission. [Privacy Policy](#) and [Terms of Use](#)

Create New Account

Or

Use your novelHealth Account

Email address

Required

Password

Log In

[Forgot Password?](#)

Sign in with Google

Sign in with Facebook

Sign in with Apple

We never share your information without permission. [Privacy Policy](#) and [Terms of Use](#)



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Raleigh, North Carolina
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Book Appointment




Covid Clinic

Tomorrow, Sep 27 - 8:00 AM EDT

 **In-person visit**

CureMD Demo Center - 1600 Hillsborough St, RALEIGH, NC 27605

Time


 Friday, September 27, 8:00 AM

[Choose another time](#)

Who is this visit for?

- Myself (Richard Barr)
- Someone else

Reason for your visit

COVID Imm 

Valid Cell Number

(646) 389-6751 [Change](#) 

Email Address

richard.barr@curemd.com



< Back

Book Appointment



Covid Clinic

Tomorrow, Sep 27 - 8:15 AM EDT

Address*

Required

Address (Continued)

Zip*

City*

Required

State*

SSN

Language

Race *

Ethnicity

[Book Appointment](#)



< Back

Primary Insurance

Insurance

Search insurance

[I don't have insurance](#)

Continue



Hey Richard

Lets keep you health

Visit Now Upcoming Appointments Past Appointments

Covid Clinic

1600 Hillsborough St, RALEIGH, NC 27605
Covid Imm
September 27, 8:15 AM

Book again


Patrick Hurlbut

5901 North 28th St, LINCOLN, NE 68504
Ct Results
September 28, 1:00 PM


Book again

Start Check-In

Modify




Richard, Your appointment has been scheduled
for COVID Imm at CureMD Demo Center on Friday, September 27, 2024 at 8:15 AM EDT



Manage your appointment

Add this appointment to your calendar, reschedule or look up directions.

Manage appointment



Find other doctors

Visit an online doctor from the comfort of your home and get expert advice.

Find other doctors



Coming Soon!

Wait-List Management

With Waitlist Management, no appointment goes to waste! Our automated system instantly alerts waitlisted patients as soon as a slot opens-up, allowing them to book on the spot.

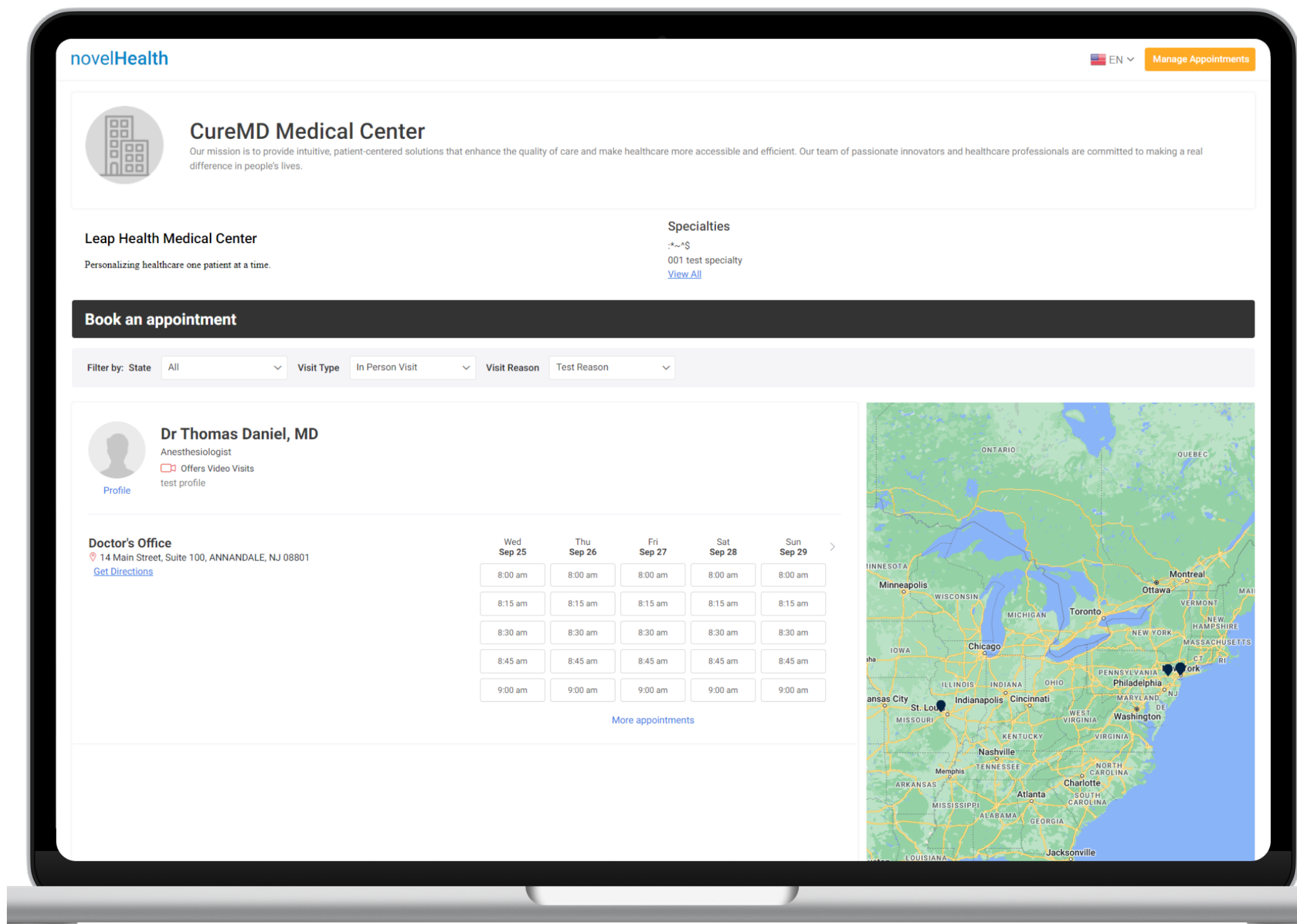
Optimize Schedule Efficiency

Easily fill last-minute cancellations or no-shows effort.

Reduce Administrative Burden

Eliminate manual follow-ups and let the system do the work for you.

Stay fully booked and stress-free with smart, automated waitlist management!



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Success Story

Online Patient Scheduling

An essential tool for efficient scheduling & improved patient engagement

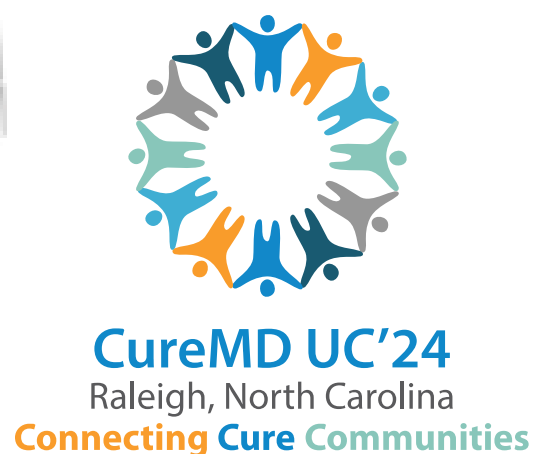
Green Valley Family Practice improved appointment management with novelHealth's Online Patient Scheduling.

Key Results

- Reduced no-shows by 30%.
- Real-time calendar syncing and automated reminders improved efficiency.
- Integration with EHR streamlined patient care.

Impact

- Boosted patient satisfaction and operational efficiency.



Telehealth

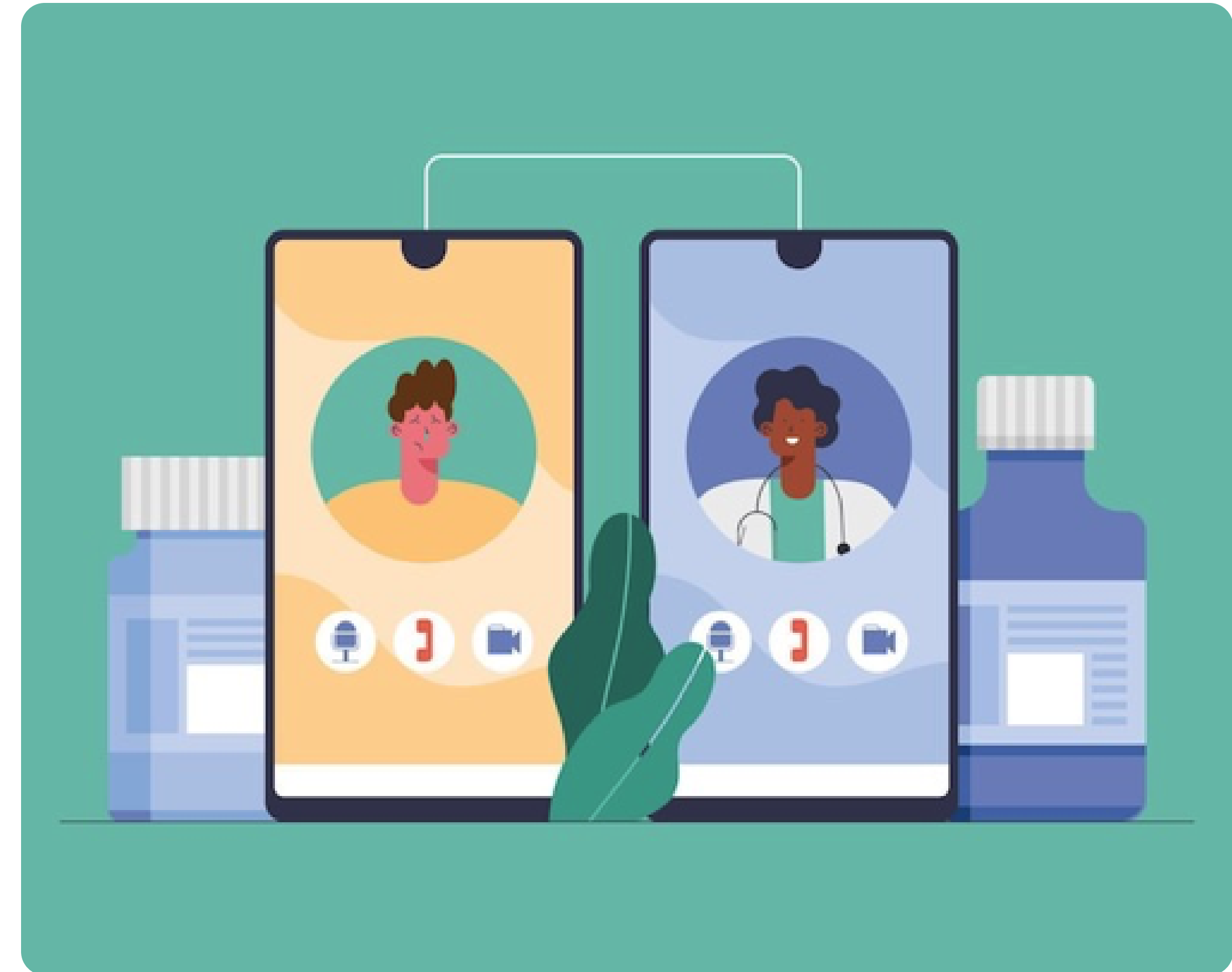


CureMD UC'24
Raleigh, North Carolina
Connecting Cure Communities

Virtual Care That Meets Patient & Provider Needs

Our versatile telehealth platform integrates with CureMD simplifying patient access and experience.

Secure, high-quality audio and video without app downloads or logins, is HIPAA compliant.



Deliver Quality Care, **Anytime, Anywhere**

Virtual Care



Consent

Automated reminders Virtual waiting room, Live messaging.



Adaptable

Adapt your care with a flexible system.

Interoperability



Accessibility

Access medical records via EHR integration or National HIE for effective care.



Collaborative

Collaborate with peers from anywhere.

Secure



Compliant

Ensure HIPAA compliance and confidentiality.



Privacy

All shared messages, files, and records are confidential.

Coming Soon!

AI-SCRIBE

Real-Time Conversation Transcription

AI Scribe that instantly transcribes with precision and speed.

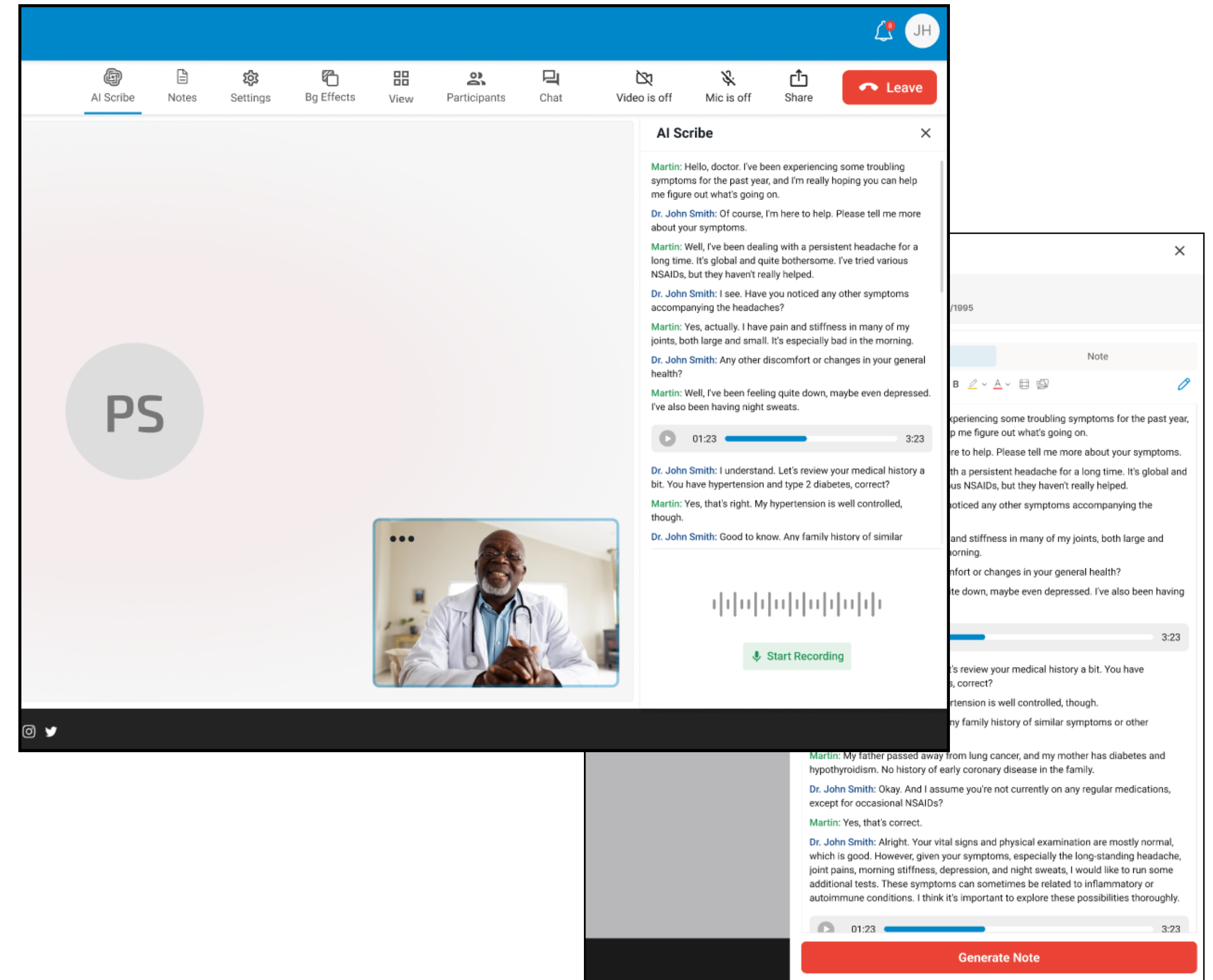
Actionable Insights

Automatically detects and highlights key points—medications, diagnoses, treatment plans helping clinicians focus on what matters most.

Easily copy note to EHR

As easy as copy and paste to generate a provider note.

Unlock the future of telemedicine!



Have a look AI-SCRIBE

The screenshot displays the novelHealth AI-SCRIBE interface. At the top, the novelHealth logo is on the left, and a notification bell and user initials 'JH' are on the right. Below this is a toolbar with icons for AI Scribe, Notes, Settings, Bg Effects, View, Participants, Chat, Video is off, Mic is off, Share, and a red 'Leave' button. The main area is a video call with a large grey circle containing 'PS' in the center. A smaller video window in the bottom right shows a doctor in a white coat. On the right side, an 'AI Scribe' chat window is open, showing a transcript of a conversation between Martin and Dr. John Smith. Below the transcript is a video player with a progress bar from 01:23 to 3:23. At the bottom of the chat window is a 'Start Recording' button with a microphone icon.

novelHealth

AI Scribe Notes Settings Bg Effects View Participants Chat Video is off Mic is off Share Leave

AI Scribe

Martin: Hello, doctor. I've been experiencing some troubling symptoms for the past year, and I'm really hoping you can help me figure out what's going on.

Dr. John Smith: Of course, I'm here to help. Please tell me more about your symptoms.

Martin: Well, I've been dealing with a persistent headache for a long time. It's global and quite bothersome. I've tried various NSAIDs, but they haven't really helped.

Dr. John Smith: I see. Have you noticed any other symptoms accompanying the headaches?

Martin: Yes, actually. I have pain and stiffness in many of my joints, both large and small. It's especially bad in the morning.

Dr. John Smith: Any other discomfort or changes in your general health?

Martin: Well, I've been feeling quite down, maybe even depressed. I've also been having night sweats.

01:23 3:23

Dr. John Smith: I understand. Let's review your medical history a bit. You have hypertension and type 2 diabetes, correct?

Martin: Yes, that's right. My hypertension is well controlled, though.

Dr. John Smith: Good to know. Any family history of similar

Start Recording



Success Story

Telehealth

A sustainable approach for delivering modern healthcare

Beautiful Minds Mental Health seamlessly transitioned to virtual care using novelHealth's Telehealth during COVID-19.

Key Results

- Secure HIPAA-compliant telehealth consultations.
- Features like virtual waiting rooms and live messaging enhanced patient care.
- Significant benefits: increased efficiency, cost savings, and patient satisfaction.

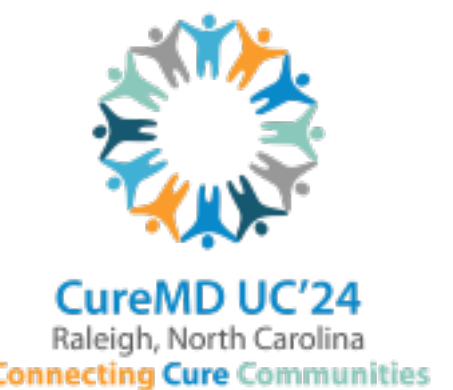
Patient Feedback

- Dr. Simone Clark: Reduced wait times and improved patient satisfaction.
- Dr. Alex Freeman: Better continuity of care for chronic patients.
- Dr. Rachel Stein: Lower anxiety in pediatric patients with home-based consultations.



CureMD UC'24
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Reputation Management



Stellar Reputation, Simplified

Establish a reputation that attracts new patients and strengthens trust with existing patients.

Reviews

AI-powered reputation management solution to generate, manage & promote patient reviews to:

- Boost your SEO and rank higher in local “near me” searches.
- Attract more patients to your practice.
- Save time and resources managing reputation across locations and websites.

Listings

Maintain accurate listing information wherever your patients search for you from a single dashboard.

- Drive more engaged new patients into your pipeline
- Box out the competition in local SEO
- Audit and fix your listings with ease
- Rank higher in Google search.

Messaging

Ensuring that no patient inquiry goes unanswered is crucial for effective physician reputation management.

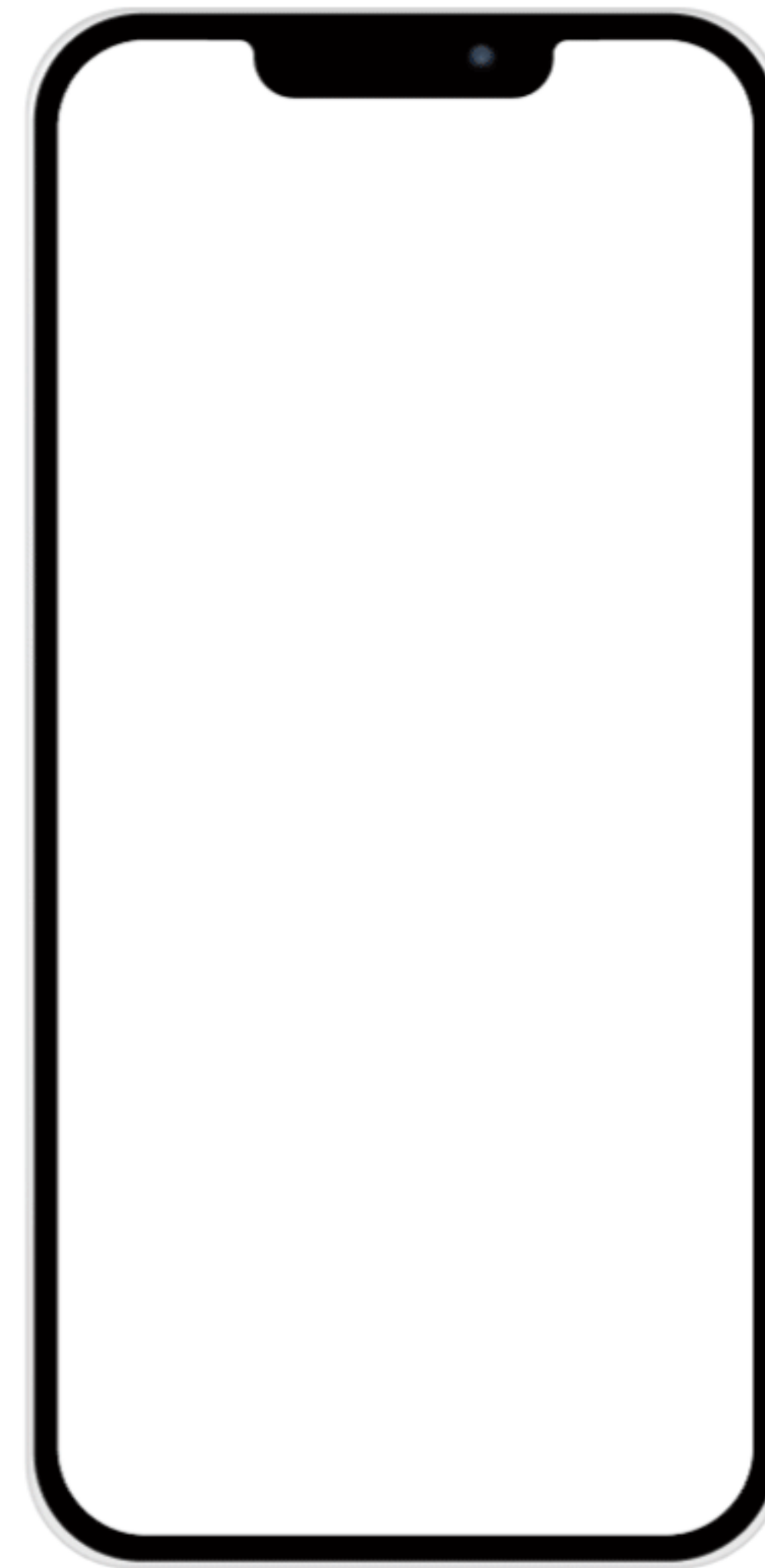
- Provide swift responses to patient inquiries across multiple channels.
- Streamline communication processes, driving increased patient engagement and satisfaction.



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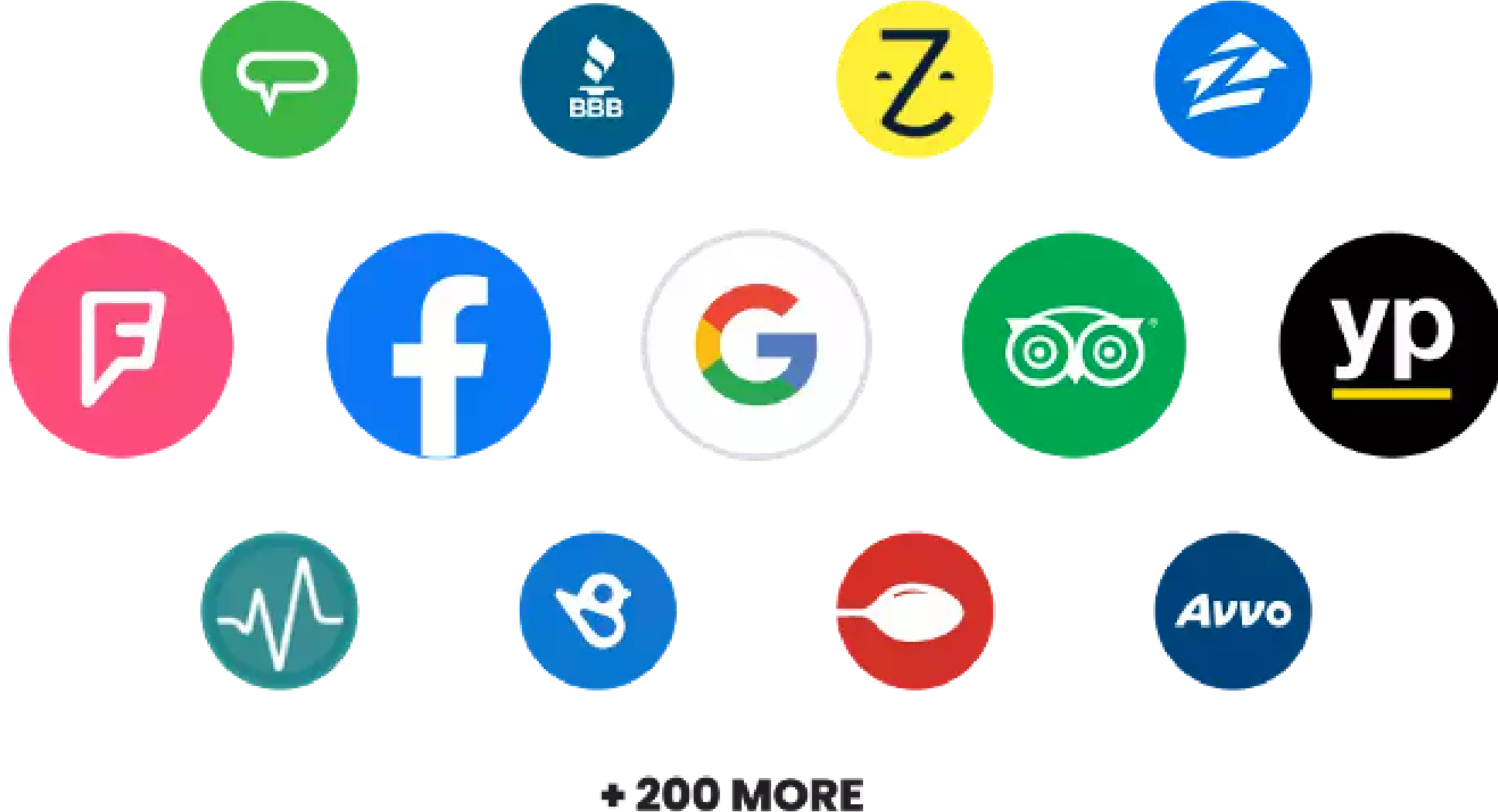
Review **Generation** - Generate Reviews on autopilot

- Integrate with your CRM or PMS to get reviews on Google, Facebook, and **200+ industry-specific review sites.**
- Send customized, **automated** review requests after an appointment or procedure.
- Use **Google's Private API** to boost Google review volume and rank higher on search
- Mitigate negative reviews through our **Direct Feedback** button



Review Monitoring - Monitor Reviews on 200+ sites

- See all reviews from **200+ sites** without leaving the LeapHealth's dashboard
- Never let a review go unnoticed or unseen with **instant alerts** to new reviews
- Monitor reviews on-the-go through the single login

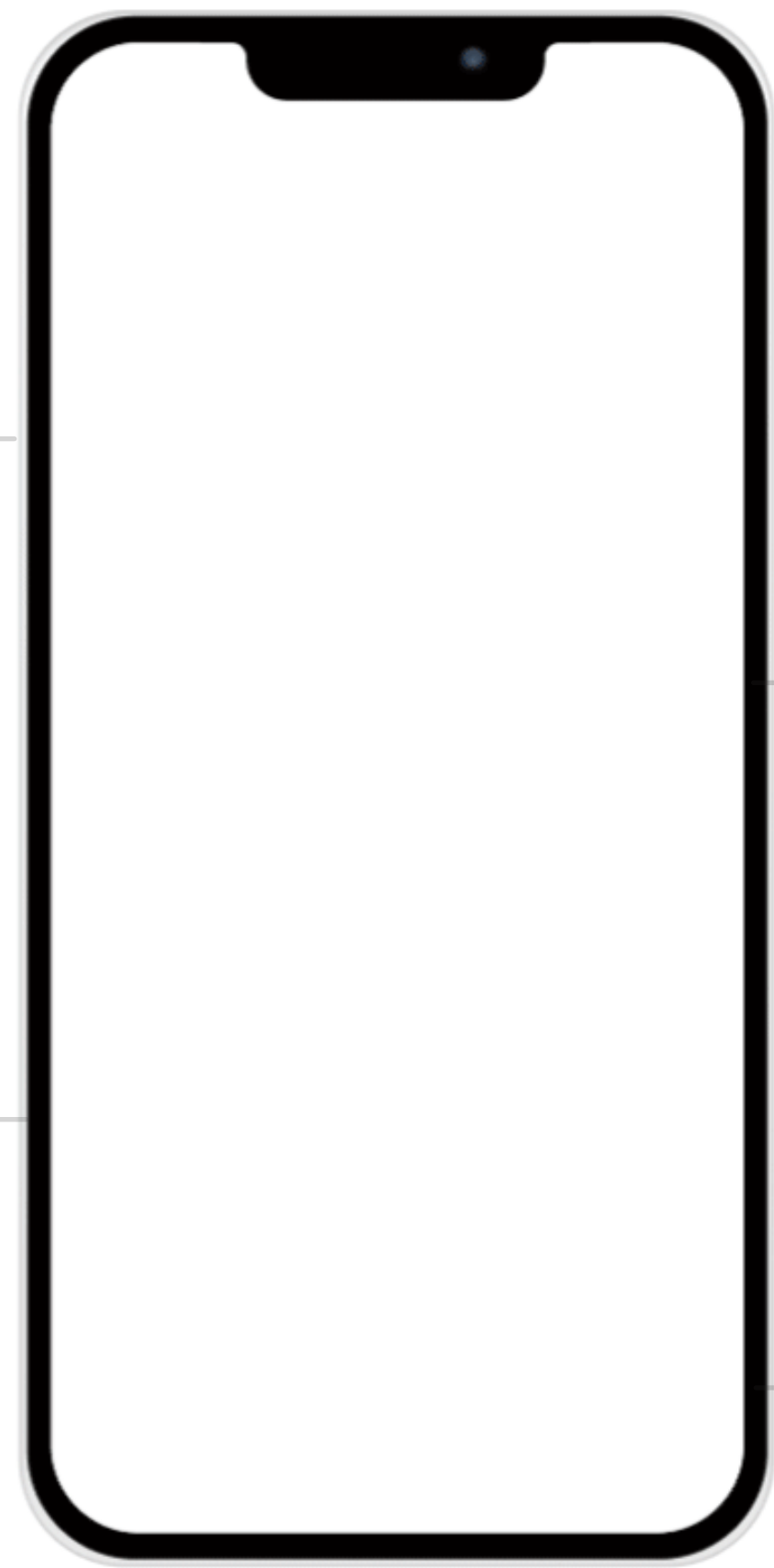


- Reviews
- Listings
- GSR
- Pages
- Referrals
- Messaging
- Webchat
- Texting
- Social
- Appointments
- Payments
- Surveys
- Insights
- Benchmarking
- Ticketing

Reviews - Boost SEO and rank higher on search

Automatically generate reviews on Google, Facebook and 200+ industry-specific sites

Respond to all your reviews from **one inbox through** AI-assist crafted responses or automatically with custom templates

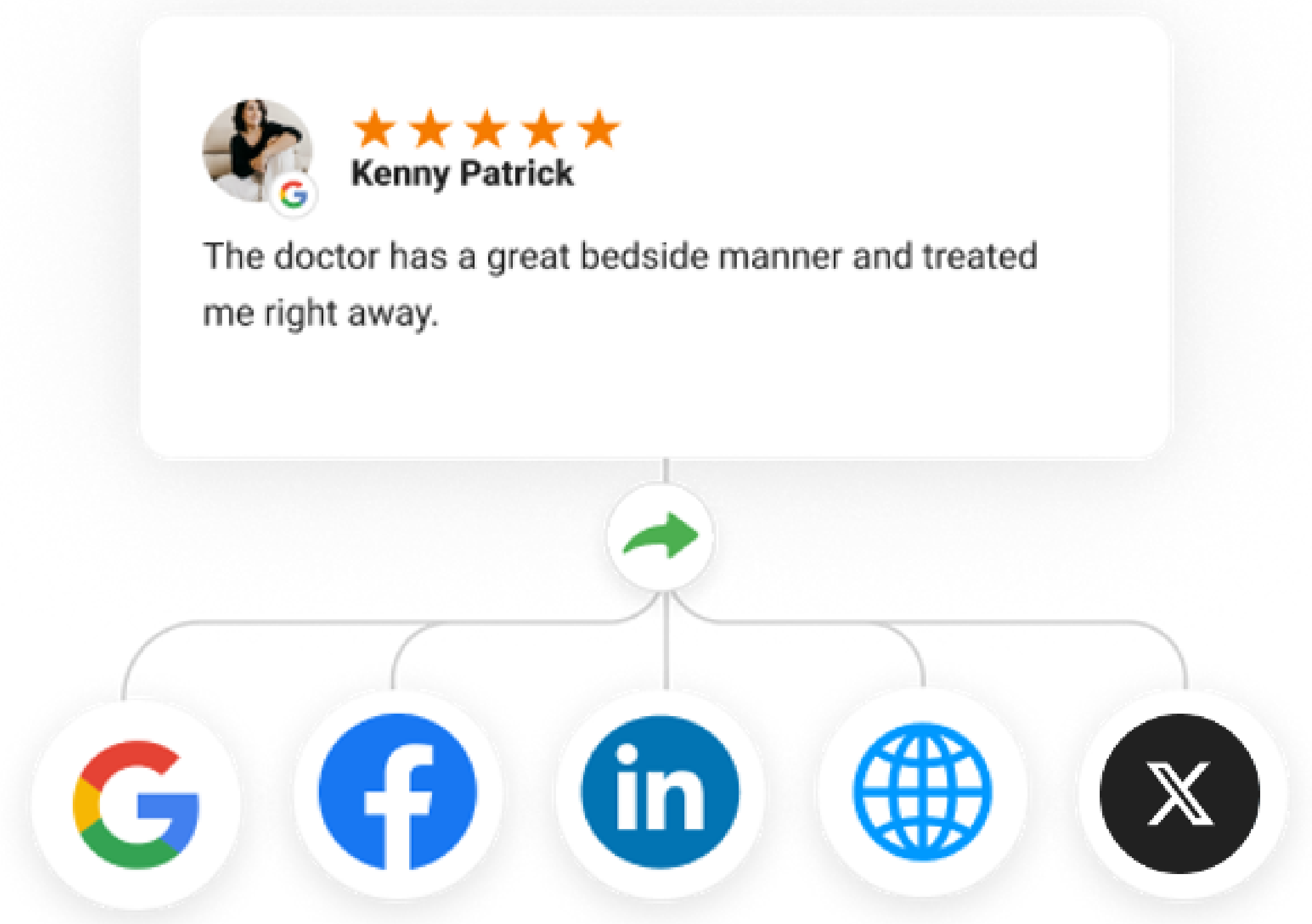


Attract more customers by showcasing your reviews on search, social, & your website

Use our **Direct Feedback** button to address bad experiences

Review **Monitoring** -Your best reviews front and center

- Automatically **share your best reviews** on social media, paid ads, and your website for instant social proof
- Let your best reviews do the marketing for you and drive new leads to your business



Reviews - AI

AI-generated review responses

- Save time and increase responsiveness.
- Personalized responses to each customer review.

AI-powered response rephrasing

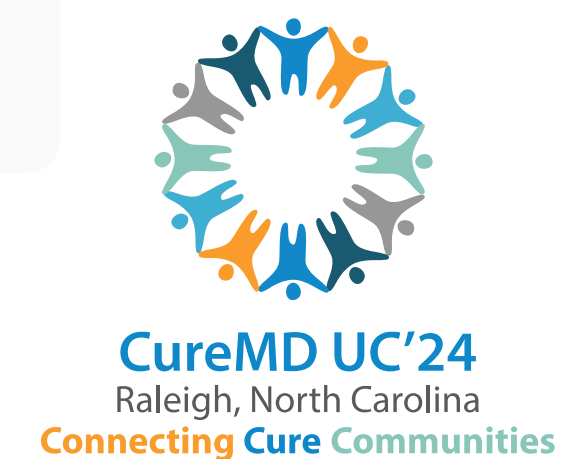
- Turn rough drafts into on-brand responses.
- Automatically change the tone of your response.

AI review summary

- Quickly identify sentiment from 1000s of customers
- Share insight summaries easily with teammates

AI language support

- Translate reviews from any language into English and send replies in your customer's language



Reviews - AI

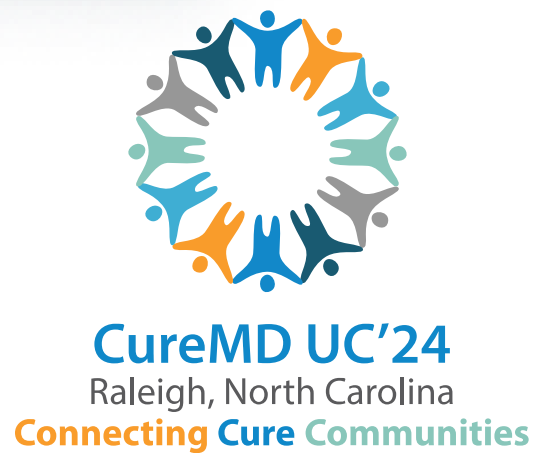
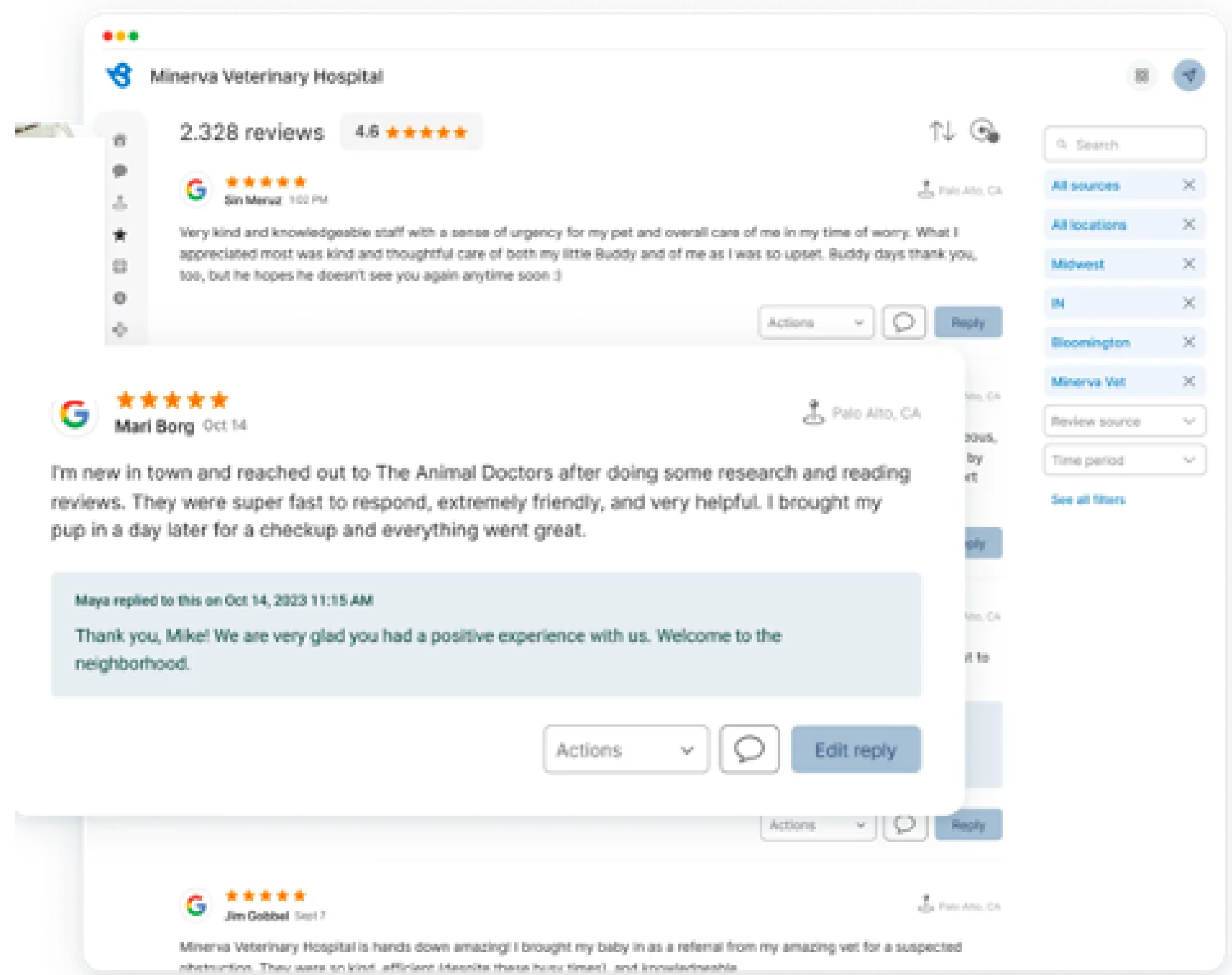
The screenshot displays a patient communication interface. At the top, the title "Fitness Everyday" is centered. On the left, a navigation menu lists categories: All (3.5K), Assigned to me (28), Messages (28), Leads (12), Reviews (48), and Payments (6). Below this is a "Smart Inbox" section with a plus and minus icon, listing: Eye Exam (178), Prescription (1,856), and Sunglasses (4). The main area shows a message from "Ella Brown" at 03:05 PM: "I'd like to schedule an eye exam". Below the message is a blue AI-generated response box. To the right, a "GENERATE" button is followed by a list of options: Holiday posts, Post ideas, Hashtags, and Images. Below this is a "MODIFY" section with options: Change tone, Make shorter, Make longer, and Fix spelling and grammar. At the bottom, there is a "Text" input field with "Internal Note" and the text "Hi, How happy are you using our service?". A "Send" button is at the bottom right.



- Reviews
- Listings
- GSR
- Pages
- Referrals
- Messaging
- Webchat
- Texting
- Social
- Appointments
- Payments
- Surveys
- Insights
- Benchmarking
- Ticketing

Review Management - Never let a review go **unanswered**

- Respond to reviews on **200+ sites** without leaving the Leap Health dashboard
- Respond individually or save time and respond automatically through **auto-response** templates or through **AI-assist responses**.
- Manage reviews on-the-go through the **single login** so you can respond the moment a new review comes in.
- Send happy customers thank you notes following a review with a link to **refer their friends**.



Have a look

Advanced Interventional Pain Management

Reviews

Send a review request +

All

Awaiting response 6

Google reviews

This calendar month

Last 30 days

Last 7 days

High rated (4, 5 stars)

Low rated (1, 2, 3 stars)

Reports

Connect and reply to reviews on the platform

Facebook

All

587 total reviews • 4.6 ★★★★★

Direct feedback

AIPM Hot Springs Main

Dr. Margaret Lon... • Sep 25, 2024 • 1 custom field

All was very good including the staff and treatment

AI suggested reply

Thank you for sharing your valuable feedback with us!

Post reply

Cindy Hardin • Sep 24, 2024 • 1 custom field • Featured

Jacob Abraham, MD - Hot Springs, AR

Best dr. Best employee's. Like family

Success Story

Reputation Management

Transforming Your Online Reputation with Leap Health

A strong online presence is essential for patient trust and practice growth.

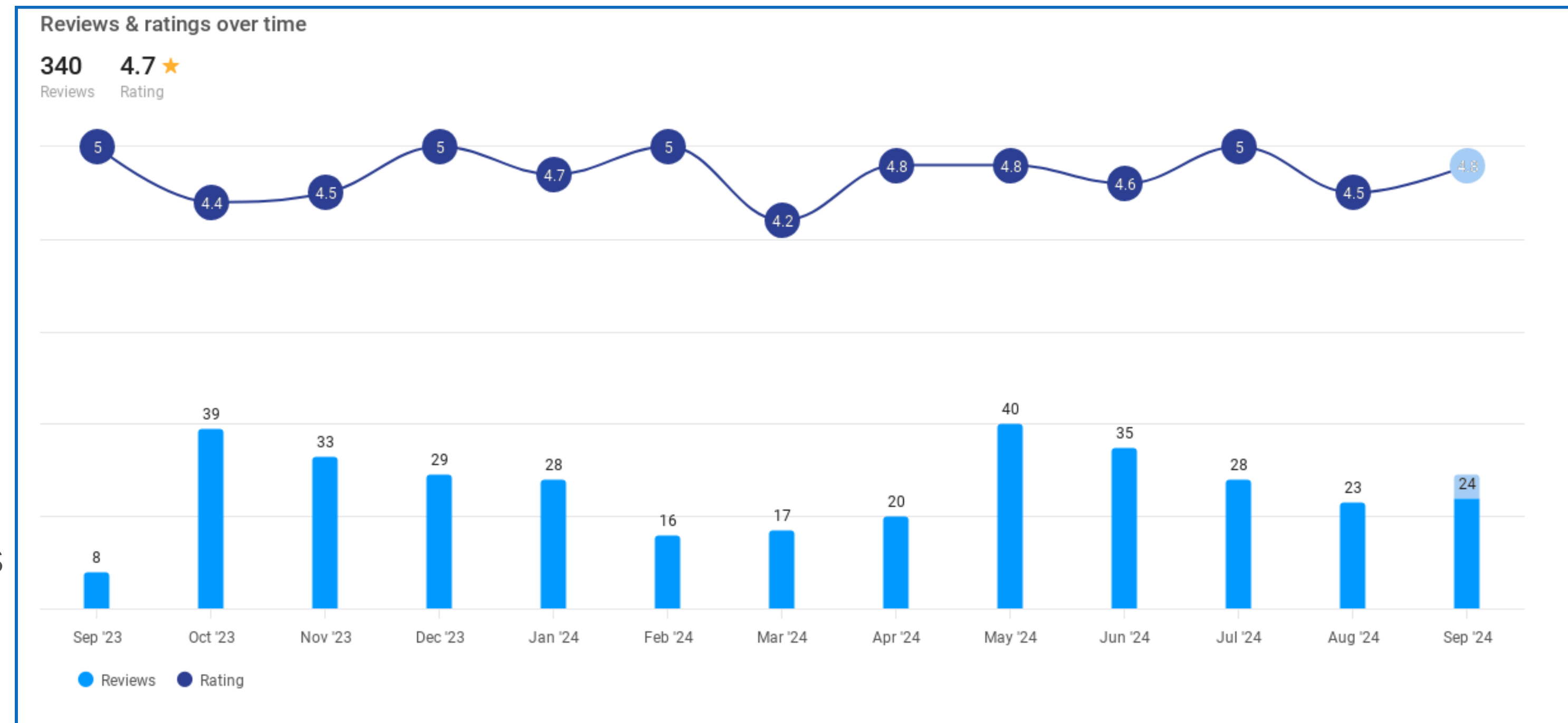
novelHealth's Reputation Management helped multiple practices improve their online reviews and ratings.

Key Results

- **Lubbock Dermatology**: From **9 reviews** (3 stars) to **148 reviews (5 stars)**.
- **Premier Psychiatry**: From **176 reviews (4 stars)** to **414 reviews (5 stars)**.
- **Advanced Interventional Pain**: From **37 reviews (4 stars)** to **188 reviews (5 stars)**.

Patient Feedback Enhanced online reputation attracted more patients, building trust.

Impact Improved visibility, credibility, and patient engagement.



Web Chat



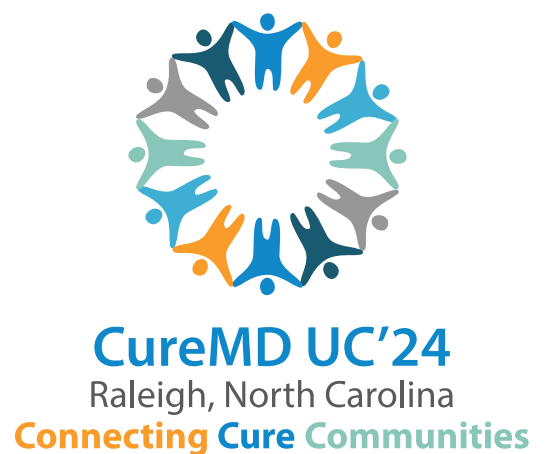
AI-Powered Patient Interaction to Connect Better with Patients

Generative AI Messages

Enhance patient communication and streamline support by using AI assistance to craft empathetic, brand-aligned messages, while the AI chatbot efficiently handles common queries, freeing staff to focus on complex patient issues.

Intelligent Communication

The AI Chatbot guides patients through their journey, while message delegation and alerts streamline communication and care.



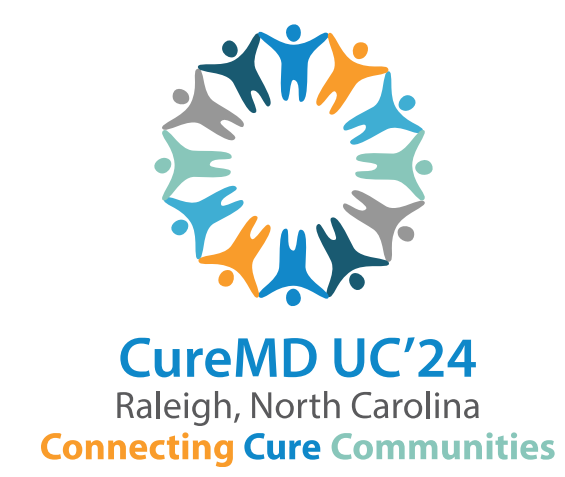
Webchat - Convert website visitors into patients in real time

- View and track all patient messages in your **Reputation Management's Inbox.**
- Let **Leap AI** respond to messages while you're busy.
- **Assign** messages to the right teams and employees.
- **Webforms** capture customer data from the first contact.



Webchat - : Communicate with Website Visitors

- **Connect with patients** on your website's high-intent pages
- Fast track your patient experience with **quicker conversions.**
- Provide support **with a chatbot** and generate conversations 24/7/365.



Patient Surveys



Accessible feedback helps care teams exceed patient expectations through Patient Surveys.



Send Surveys

Patient satisfaction surveys are sent automatically after every visit, via email and SMS/text.



Promote Sharing

Patients are invited to share their experiences on your practice website.



Address Issues

All urgent patient responses are sent directly to you for prompt management.



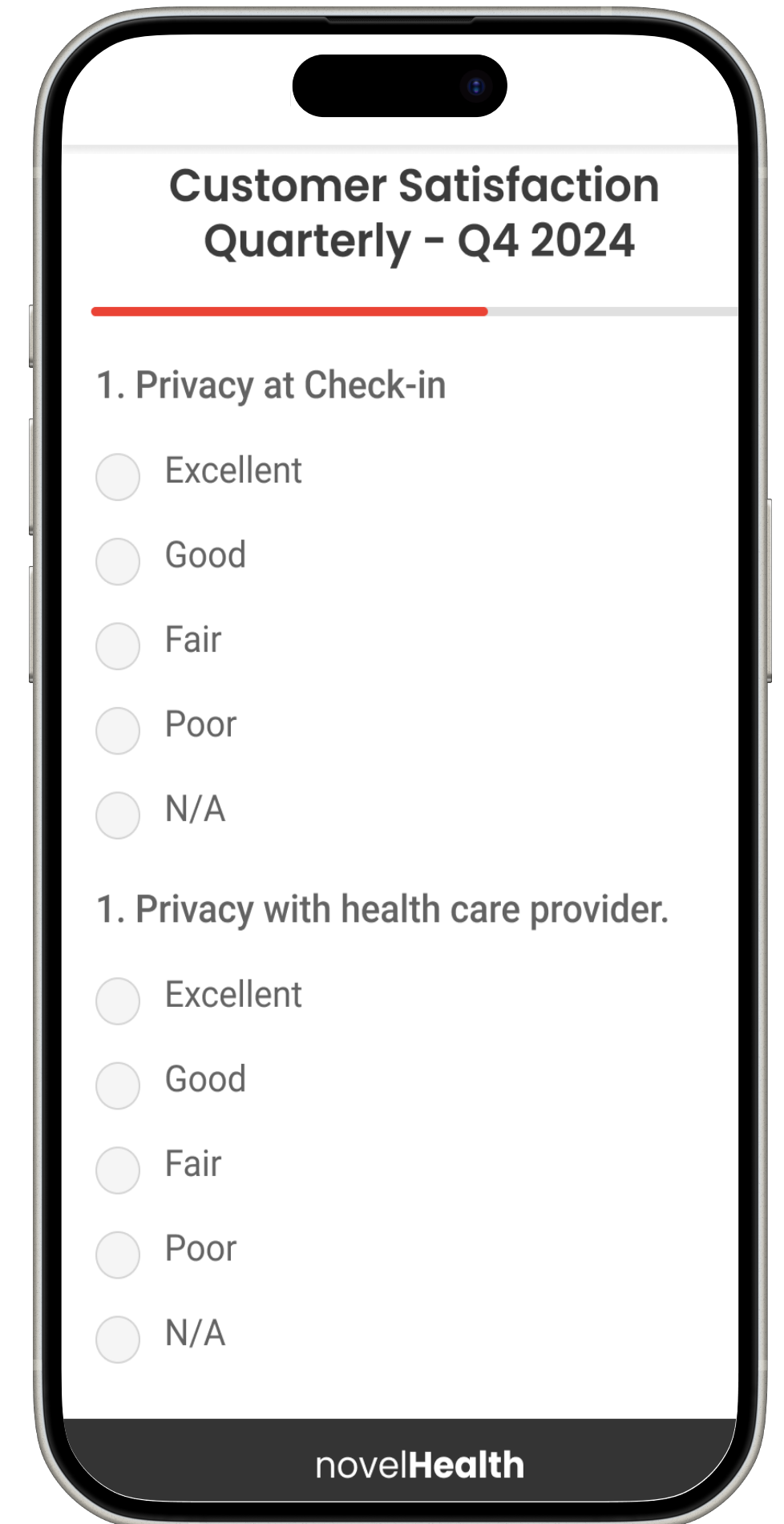
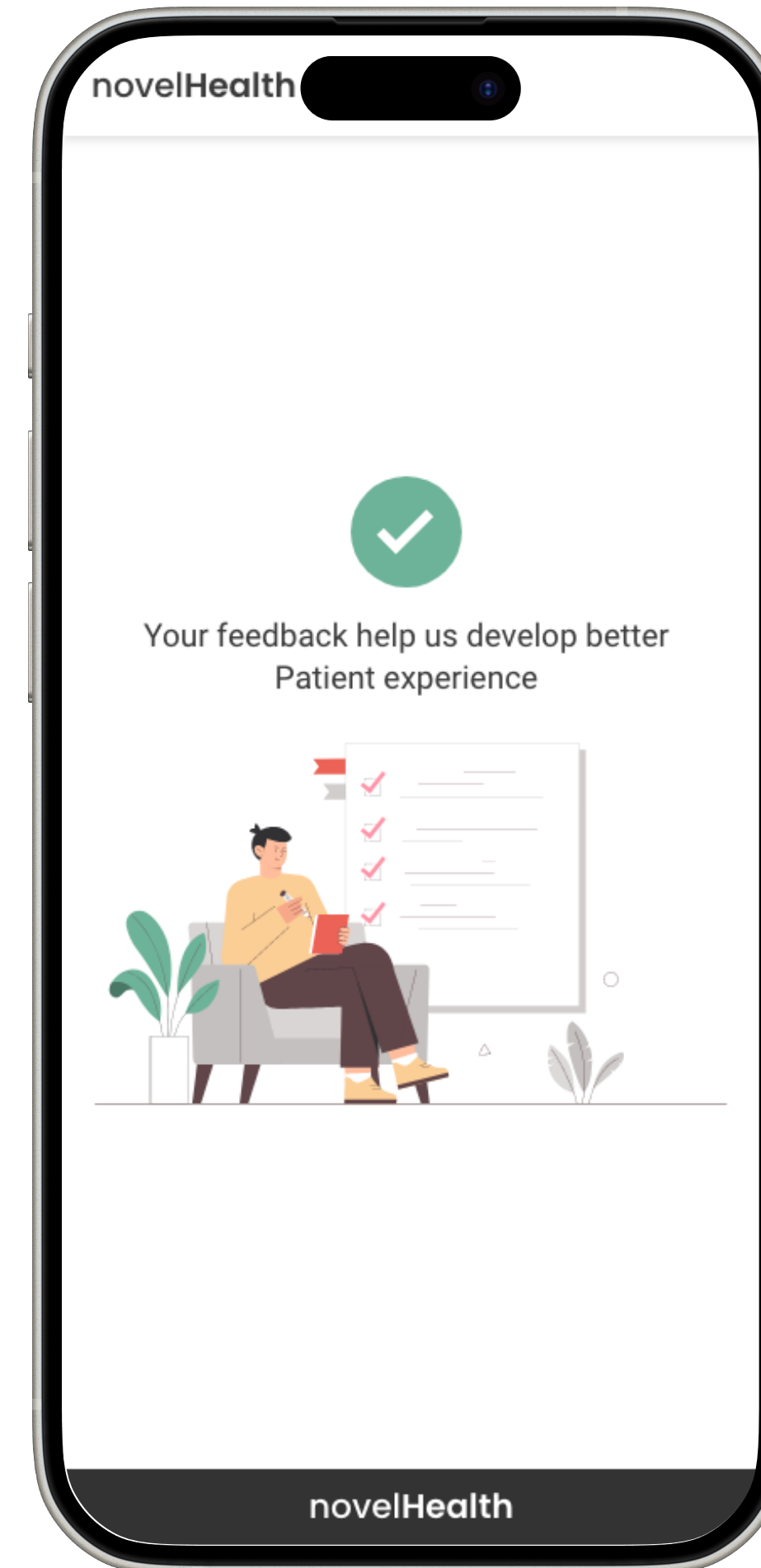
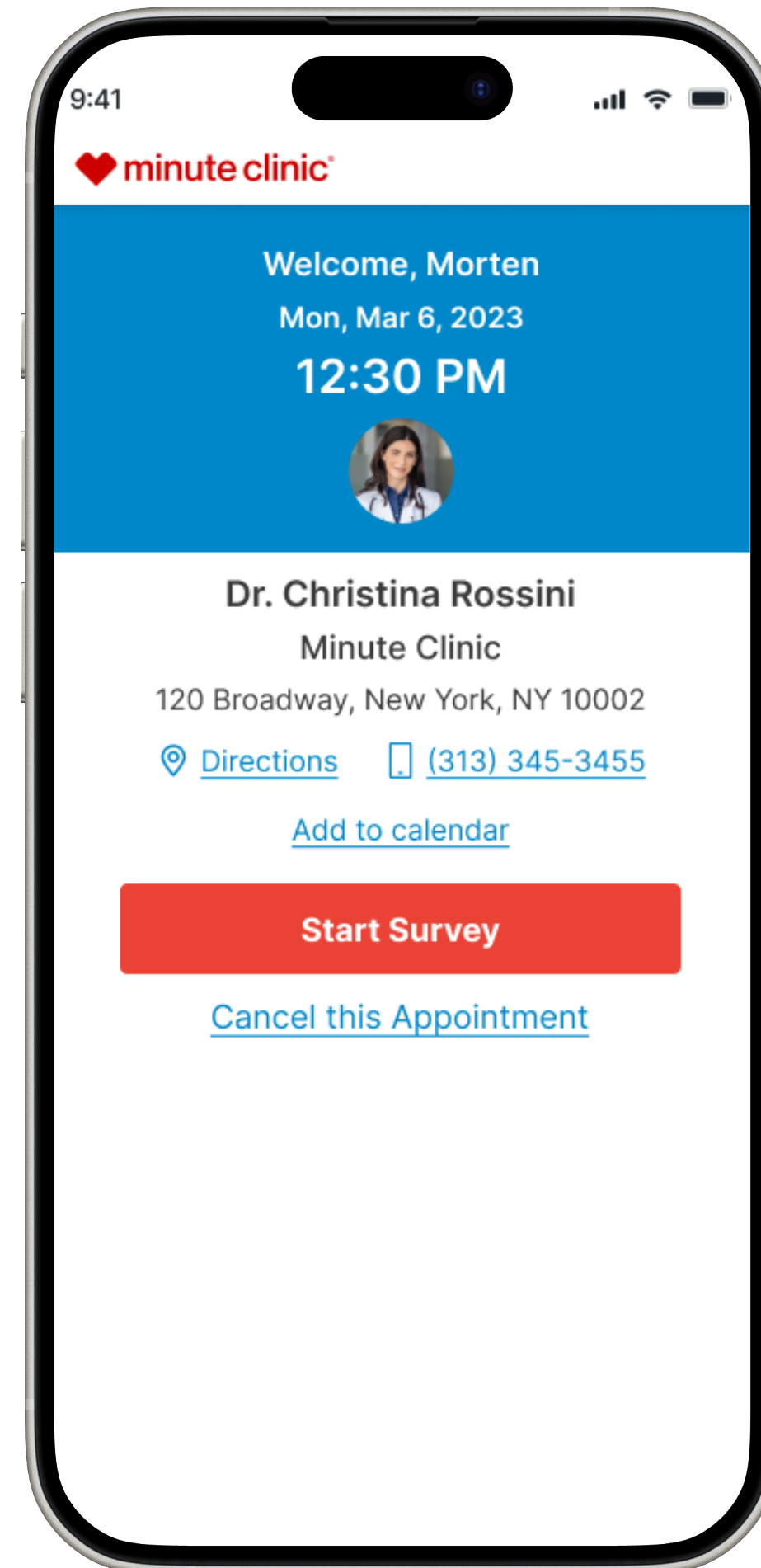
Maximize Responses

An effective delivery cadence gives patients multiple opportunities to respond.



CureMD UC'24
Raleigh, North Carolina
Connecting Cure Communities

The patient fills out the **Survey** Questionnaire



Patient Experience Survey

This survey asks about your experience with providers and office staff at the practice.

11 questions 10 minutes to complete

1 of 3 pages

1. How likely would you be to recommend this provider to your family and friends?

0 1 2 3 4 5 6 7 8 9 10

Least likely

Most likely

2. How often is this provider's office staff as helpful and courteous as you'd like?

- Never
- Sometimes
- Usually
- Always

Next

Press **⌘** + **Enter**

< Post-Visit Patient Satisfaction Survey

QUESTION SUMMARIES INDIVIDUAL RESPONSES

How likely is it that you would recommend your provider to a friend or family member?



Response	1	2	3	4	5	6	7	8	9											
Total (n=)	100	10.00%	20	2.00%	30	3.00%	30	3.00%	40	4.00%	20	2.00%	20	2.00%	20	2.00%	20	2.00%	10	1.00%

Overall, how satisfied or dissatisfied were you with your last visit to our office?



CureMD UC'24

Raleigh, North Carolina

Connecting Cure Communities

< Back

Post Visit Survey

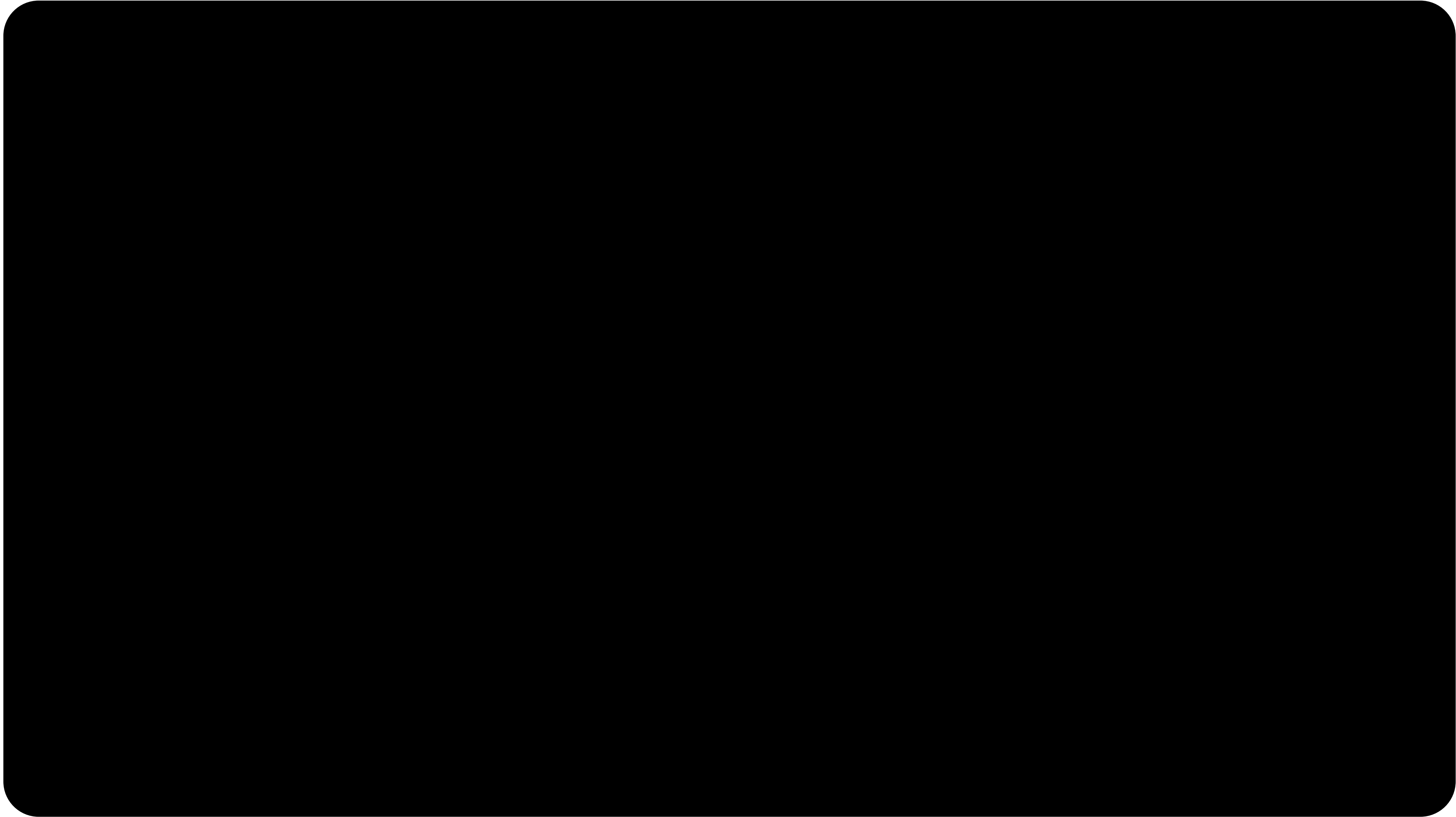
Cumulative Responses Individual Responses **Survey Results**

Date: All 1885 Responses Received

Show 5 entries

	I felt comfortable asking question	I felt free to voice my concerns at	My treatment goals were based on	Pearl Health Clinic staff were respectful	Pearl Health Clinic staff were respectful	Pearl Health Clinic staff were available	If receiving services due to a trauma	I am being
...	Strongly Agree	Strongly Agree	Strongly Agree	Agree	Strongly Disagree	Strongly Disagree	Strongly Agree	Strongly
...	Agree	Strongly Agree	Agree	Strongly Agree	Agree	Strongly Agree	Strongly Agree	Neither
...	Strongly Agree	Strongly Agree	Strongly Agree	Strongly Agree	Strongly Agree	Strongly Agree	Strongly Agree	Strongly
...	Strongly Agree	Strongly Agree	Strongly Agree	Strongly Agree	Strongly Agree	Strongly Agree	Strongly Agree	Neither
...	Agree	Agree	Strongly Agree	Strongly Agree	Agree	Neither Agree nor Disagree	Agree	Strongly





Thank You

