

OnTime Care Technical Briefing

Concept Overview

Some of the greatest and most successful products weren't entirely new; they were modest improvements that appealed to wide audiences: Starbucks was coffee. KFC and now Chick-fil-A... chicken.

This is the approach Patient Innovations takes to software product development. Our scheduling engine, OnTime Care Vibe offers several improvements over EMR schedulers:

- Book appointments from anywhere on the Internet including search results, business and map listings, third party sites
- Calculates the correct, variable appointment length based on visit reason and efficiency of medical personnel
- Calculates and assigns PatientPriority® - a triage level to all visits
- Includes SmartBalance™ – automatic load balancing
- Serial Scheduling books multiple appointments in one pass. This means both Covid appointments get booked in seconds.
- Includes SmartStandby® - to automatically fill cancelations and anticipate and fill no-shows
- Includes a robust patient engagement communications engine
- A robust patient mini portal
- Doctor UpNext app to show where the doctor needs to be next

The list is actually much longer, and you can see additional feature sets in the appendix. The point is that OnTime Care represents an exceptional value that will generate new patients and revenue by making it easier to engage with the practice from their smartphones.

System Overview

OnTime Care(OTC) supplements practice management and EMR systems. OTC exchanges data with Practice Management (PM) and EMR systems via APIs and HL7.

Our focus is on eliminating the endless waiting common throughout healthcare. From waiting rooms in medical practices / clinics to inpatients waiting for tests, transport or rounding – time is slipping away.

Inefficiency causes the wait times. OnTime Care removes the inefficiencies and recovers lost time. This makes for more profitable operations and a better patient experience – a true win-win.

The other challenge is patient communication – or lack thereof. OnTimeCare's robust SmartComm® communication platform includes:

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1. Integrated, Responsive text
2. Integrated, Responsive Broadcast Text
3. Email
4. Telemedicine
5. Integrated, responsive automated calls [text to voice]
6. Integrated, responsive secure messaging to care teams
7. AI Chat¹ to answer most FAQs automatically and further reduce call volumes

Communication in OnTime Care is automatic and regular. It's far more than reminders: it's a complete patient engagement platform.

Versions for Every Need

OnTime care is available in three main versions:

1. OnTime Care Silver
2. OnTime Care Gold
3. OnTime Care Platinum Vista

The World's Most Intelligent Booking Engine

Every version of OnTime Care includes Vibe: our Virtual Intelligent Booking Engine.

Patients can book from anywhere on the Internet without having to pre-register behind a firewall:

- Book from any web page
- Social Media
- Third-party aggregators
- Find-a-Doctor pages
- Map and Business Listings

Breakthrough RTLS with OnTime Care Vista

All medical real-time location services [RTLS] use RFID equipment and tags. BLE is more flexible and accurate.

Our Vista BLE is barely 25% of the cost of legacy RFID systems making it affordable to every hospital or clinic.

Vista gives you a birds-eye view of all portable equipment, personnel and patients in a hospital or practice, and measures encounters between staff, patients and equipment in the context of the reason for the visit or admission.

The data mining and business intelligence is unique and invaluable.

Once OTC Vista BLE equipment is installed it's easy to add use cases. These include:

¹ Available in OnTime Care Gold and Platinum Vista

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- HealthyHands™ – our automatic hand hygiene monitoring and reporting to reduce HAI that eliminates observations
- FallSentry™ – automatic fall monitoring and alerts
- ElopementEnder™ – auto-alerts when patients or expensive portable equipment is about to elope
- AdmissionsAccelerator – turn rooms over faster as OnTime Care automatically manages the communication between housekeeping, transport, the Emergency Department and Admissions nurse

Technical Specs

OnTime care is SaaS and hosted in the Cloud on AWS.

The system is built in AlphaAnywhere which outputs Web-standard JavaScript and HTML5.

AlphaAnywhere provides an additional layer of security, and their AlphaCloud platform more fully integrates AWS servers with OnTime care to meet any level of demand seamlessly.

OTC includes robust audit monitoring and logging of all changes by user.

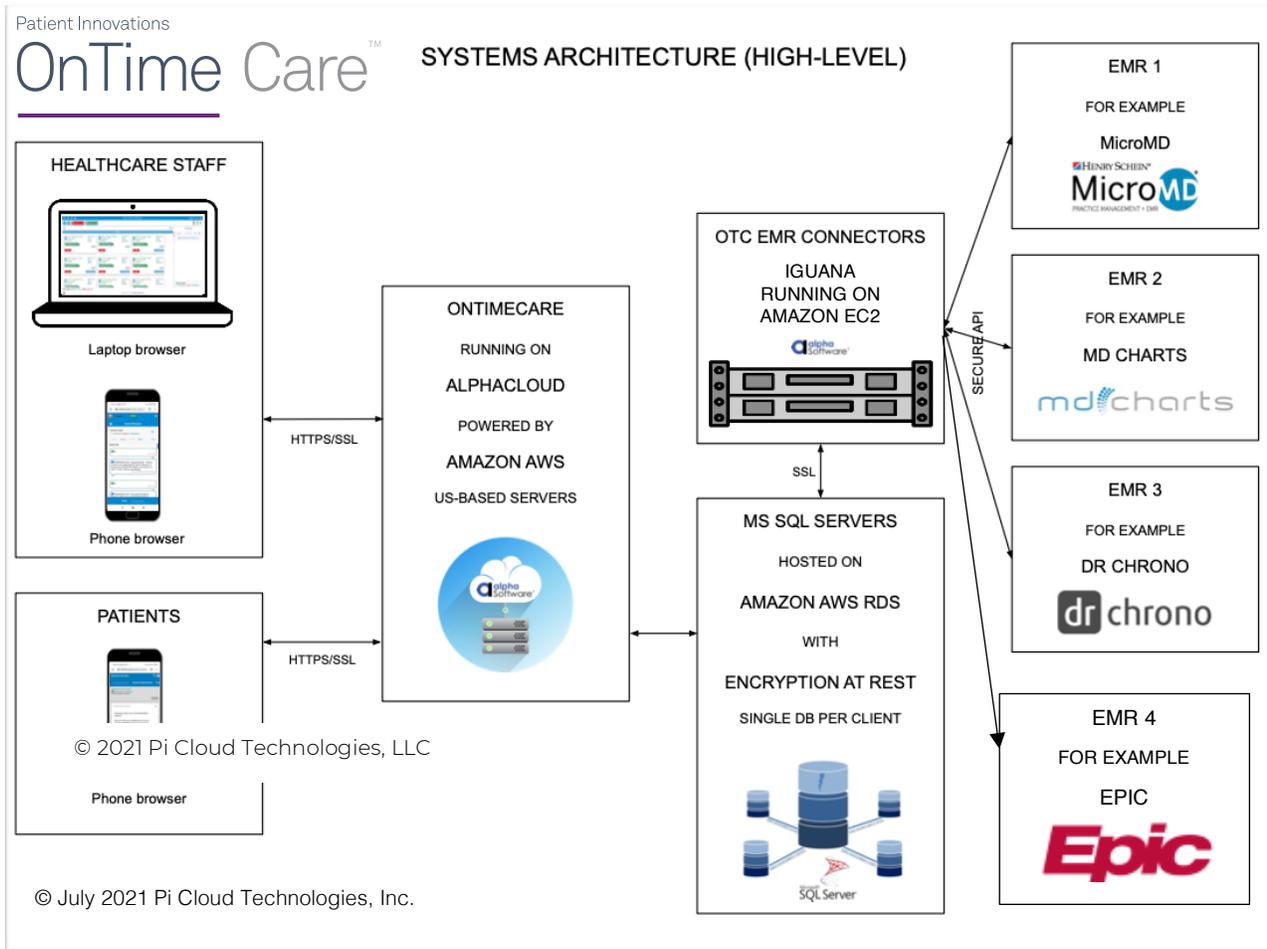
The system is HIPAA compliant.

Proprietary algorithms work behind the scenes in OnTime care to effectuate many of the feature sets and reporting.

Please see the system architecture diagram on the following page.

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OnTime Care System Architecture



OnTime Care Components

The system is built as an ecosystem that can exchange data with third party add-ons and Practice Management (PM) and Electronic Medical Records (EMR) systems.

This methodology enables OnTime Care to continue to add feature sets serving additional use cases.

Component / Registered Mark	Benefit
OnTimeCare®	Eliminates needless waiting and optimizes practices and hospitals for greater throughput and revenue.
OnTime Care Vibe	Our Virtual Intelligent Booking Engine lets patients self-serve and schedule appointments from their smartphones and almost anywhere on the Internet.
SerialSchedule™	Books multiple appointments in series in one pass. E.g., both Covid vaccination appointments, surgery and follow up sets and the entire 14 appointment neo-natal care regimen for obstetrics.
OnTime Care Vista™	Latest technology Bluetooth location system uses inexpensive gateways and BLE beacons to monitor location and measure time and encounters between patients, staff and portable medical equipment; feeds insights to SmartSchedule for more accurate scheduling.
Predictive Decisioning™	Part of Vista, this unique system watches encounters in real time and advises the UpNext screen to direct medical staff in the most efficient way.
FallSentry™ – Fall Monitoring	An add-on to Vista uses BLE wearables with three-axis accelerometers to identify patients who have fallen. Immediately alerts the care teams that a patient is down.
UpNext™	Updates in real time to show which exam room practitioners should go to next. Similar screen for Medical Assistants/Technicians helps direct flow and eliminate wasted time. With the optional Vista component, updates to UpNext occur automatically as people move around the practice.
VIBE + SmartSchedule®	Intelligent, variable length visits; book from any website, paid search, maps or business listing, Social Media; book from smartphones or any device
SmartBalance™	Automatic load balancing between busy doctors/practitioners and locations. Rules based; considers symptoms/visit reason
PatientPriority®	Auto-calculated triage level at moment of appointment booking. If Dr. needs to bump appointments can keep more serious ones in schedule
SmartStandby®	Eliminates stress associated with needless overbooking: auto-fills cancelations and anticipates and fills no-shows from auto standby list. Patients can opt-in for standby alerts if they can't get an immediate booking.

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Component / Registered Mark	Benefit
SmartComm®	Auto communication by text, email or automated phone call – including group messaging to care teams and broadcast message capability; hi-resolution Telemedicine
Communicator	Communicator module lets Doctors create templates for messaging patients. They can send texts or automated text to voice calls. This avoids phone calls which might run longer than necessary.
AcuityManager™	Predicts skill levels / staffing requirements
HealthyHands™	Automates handwashing compliance and reporting – avoiding observations and penalties – ideal for infection control; Vista add-on
OnTime Intake™	Replaces dreaded clipboard forms with intuitive electronic intake for patient history including medication and insurance inf; patients can complete at home or office right from their smartphones.
OnTime Workup	<p>Patients complete a simple online questionnaire about how they're feeling. The system will make recommendations based on their symptoms and have it available for the doctor to review.</p> <p>A Covid19 Risk assessment and Back-To-Work assessment are already deployed in OTW. OTC uses the same engine to create workup for any practice type.</p>
VirtualVisit	Telemedicine – part of SmartComm; patients can schedule an in-person or VirtualVisit from their Smartphones w/SmartSchedule
OTC RPM	Remote patient monitoring including auto alerts with escalation; compatible with any remote devices.
AI Chat Engine	Any size practice can reduce incoming phone calls with our AI Chat engine: Patients can ask questions and get instant answers – without human intervention. They can even ask about wait times, cancel or book appointments: the system uses real-time info from OnTimeCare.
SmartDistance	Automated social distancing. OnTime Care lets people check in from their cars and advises them when to come in.
Treatment Timers	Select a treatment from your customer TreatmentTimer template when you need to leave a patient alone for a treatment e.g., Dilation in an ophthalmology practice. The timer advises the technician or medical assistant queuing the patient in UpNext when the treatment completes. This eliminates wasted time that occurs frequently as medical staff loses track of the treatment and increases throughput.