

# eBook **IT** Articles



**RN Consulting**  
SOLUTIONS FOR CHANGE

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[www.itmedicalconsultants.com](http://www.itmedicalconsultants.com)

**5 THINGS YOU CAN DO NOW**

TO ENGAGE AND RETAIN YOU PATIENTS

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# INTRODUCTION

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At RN Consulting we work with providers and practices to optimize practice workflows, engage patients and provide the best in value-based care.

With stay-at-home orders and telehealth on the rise, many of our clients are concerned with keeping patients engaged safely during this time. We've created a guide to patient engagement and communication during the pandemic.

# HOW CAN YOU ENGAGE AND RETAIN YOUR PATIENTS DURING STAY-AT-HOME ORDERS?

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1. Set up Telehealth for your practice.  
It can be faster, easier and less costly than you think! RN Consulting is helping practices across our communities to get their Telehealth capabilities up and running in hours, not weeks.
2. Check in on chronically ill patients.  
Have your staff make outbound calls to your chronically-ill patients and schedule a telephone or telemedicine visit to check in on them regarding their health and meds.
3. Send messages to patients.  
Use all the tools at your disposal to reach out to patients – like your Patient Portal and use voice, email and text messaging solutions. Update your website and your paper-mail forms and letters.
4. Communicate with physical notices.  
Create informational flyers or posters and post them on your door for those patients who may still come in to visit your practice.
5. Once you have set up your Telehealth applications, contact any patient recently scheduled and offer the Telemedicine services. Urge your website visitors to conduct their visits via Telehealth and explain why and how easy it will be to use.

Your practice is only as reliable as the technology you depend on, having experienced and efficient IT Support is paramount.

Different businesses require different levels of IT Support based on their technology needs, so it's important to start by assessing what services you require and ensuring that your bases are covered.

RN Consulting can assist with any of these options and get your practice running sooner than you think.

HAVE A SPECIFIC QUESTION?  
WE HAVE A SPECIFIC ANSWER.  
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## PRACTICE ADMINISTRATION

Allow us to serve as the administrative leader of your practice. The depth of our integration into your medical practice can be tailored to meet the specific needs of your organization.

## PRACTICE MANAGEMENT

We provide office management services on an interim or ongoing basis. We have the resources you need should your medical practice encounter operational stress due to capacity issues, restructuring or other situations.

## INFORMATION SYSTEMS ASSESSMENTS

We offer Information Systems assessment to help medical practices manage compliant systems that ensure efficient communication, data security and privacy.

Visit us on the Web.

[itmedicalconsultants.com](http://itmedicalconsultants.com)

# Service Features and Benefits



RN Consulting's experienced professionals provide administrative and managerial leadership to physician practices. We assist clients with developing and maintaining an efficient medical practice with high-level performance.

Our Information Technology services allow medical practices to leverage our industry knowledge and experience while promoting an environment focused on the delivery of high value clinical care through superior operation performance.

With over 30 years of Information Technology knowledge and 15 years of healthcare IT experience, we can help businesses align and achieve their technology goals.

## Complementary Assessments

Allow us to provide your practice with a complementary assessment on any Information Technology difficulties you might be experiencing during these difficult times.

It's easy to get tunnel vision when dealing with major technical issues. We'll provide a new set of eyes to your problems... it's a great way to reinvigorate a project!

## OTHER SERVICES

- EHR & EMR Solutions
- Telemedicine Solutions
- IT Consulting
- IT Managed Services
- Telecommunications
- Call Center Solutions
- Project Management
- Website Design & Marketing
- Software Development
- Security Awareness Training
- Network Wiring & Server Racks
- CCTV & Surveillance Systems



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