



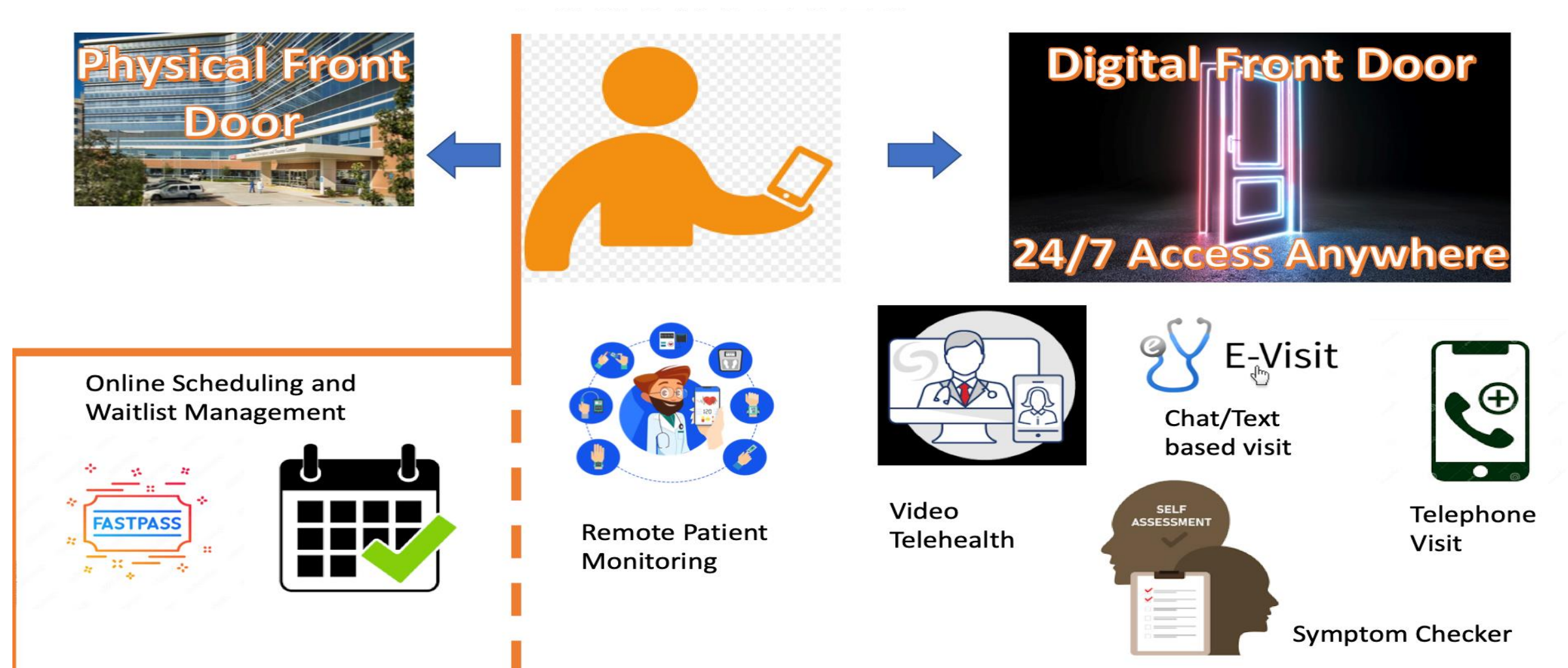
May 24, 2023

Scripps Health

Patient Access: Digital Solutions

Shane Thielman, FACHE, CHCIO
Corporate Senior Vice President
Chief Information Officer

Digital Touchpoints to Drive Improved Access

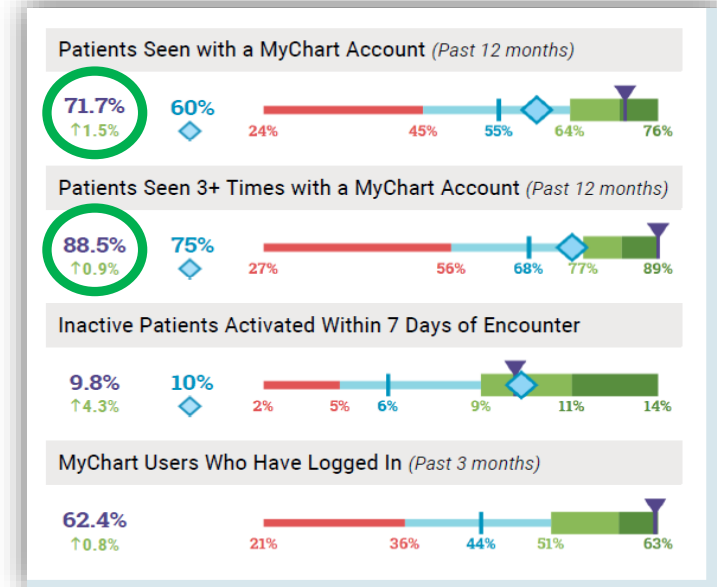
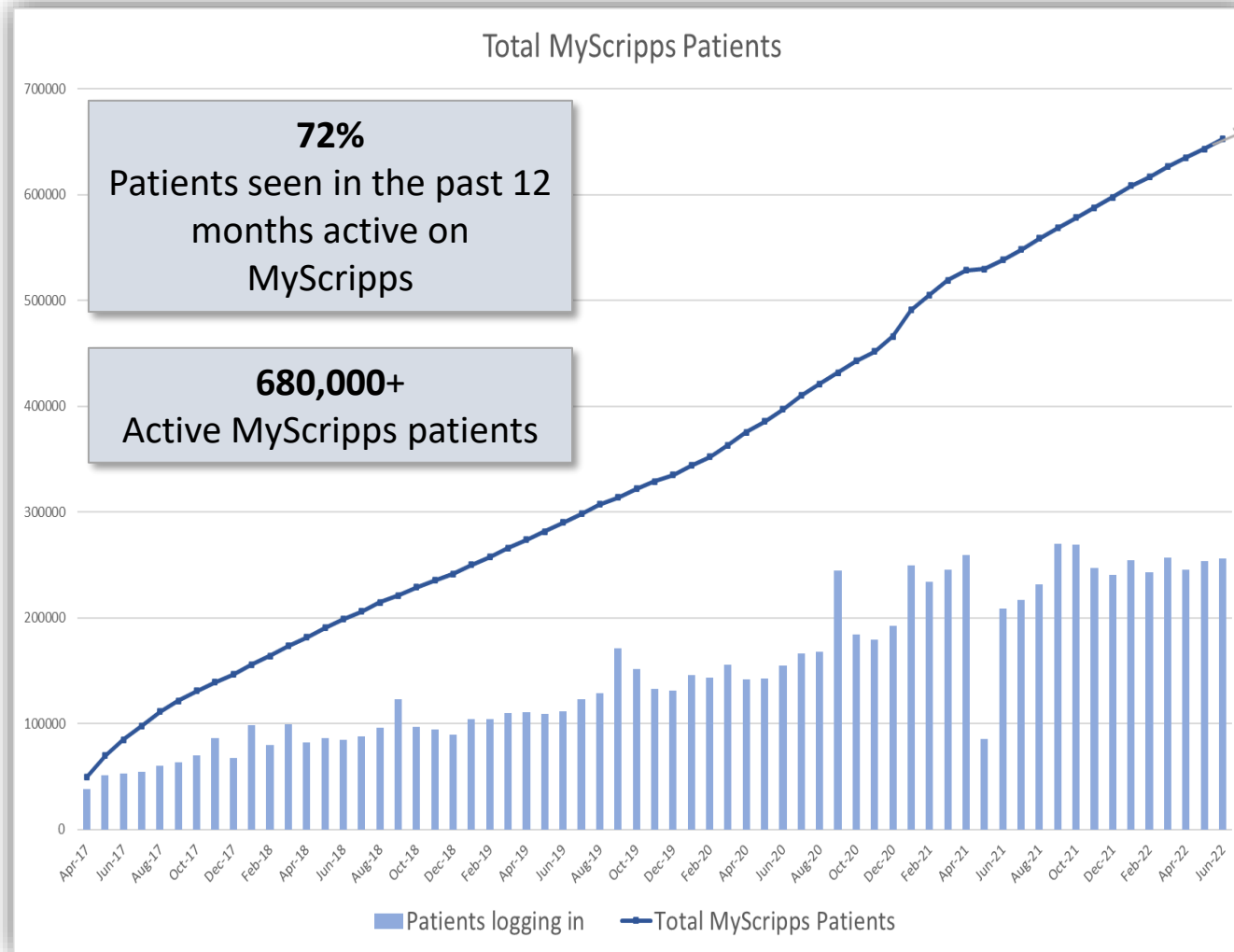


Competitor Comparison

Functionality							
Direct Scheduling	✓	✓	✓	✓	✓	✓	✓
Open Scheduling (Primary)	✓	-	-	✓	✓	✓	✓
Open Scheduling (Specialty)	✓	-	-	n/a	✓	✓	✓
Telemedicine	✓	✓	✓	✓	-	✓	✓
Chat	-	-	✓	✓	-	✓	✓
Online billing/payment w/out login	✓	✓	✓	-	-	✓	✓
Wait time for care (Urgent/ER)	✓	✓	✓	n/a	n/a	✓	✓
Mobile Notifications	✓	✓	✓	✓	✓	✓	✓
Lab scheduling online	✓	-	✓	✓	✓	-	✓
Remote Patient Monitoring	✓	✓	✓	-	-	✓	✓
24/7 Video Visits	✓	-	✓	n/a	n/a	n/a	-

Legend: ✓ full functionality deployed
 ✓ limited functionality deployed

MyScripps Patient Portal



“On My Way” for Scripps HealthExpress

- Patients view wait times across the county and tell us they’re “on my way”
- Puts them in line and texts them updates on their estimated wait time and spot in the queue



Scripps HealthExpress
Carmel Valley
Current wait: 0 minutes

If you arrive later than your selected arrival time, you may lose your place in line. The wait time is an estimate based on current availability.

📍 3811 Valley Centre Drive SAN DIEGO CA 92130-3318

🕒 Hours today: 7:00 AM - 8:00 PM (PST)

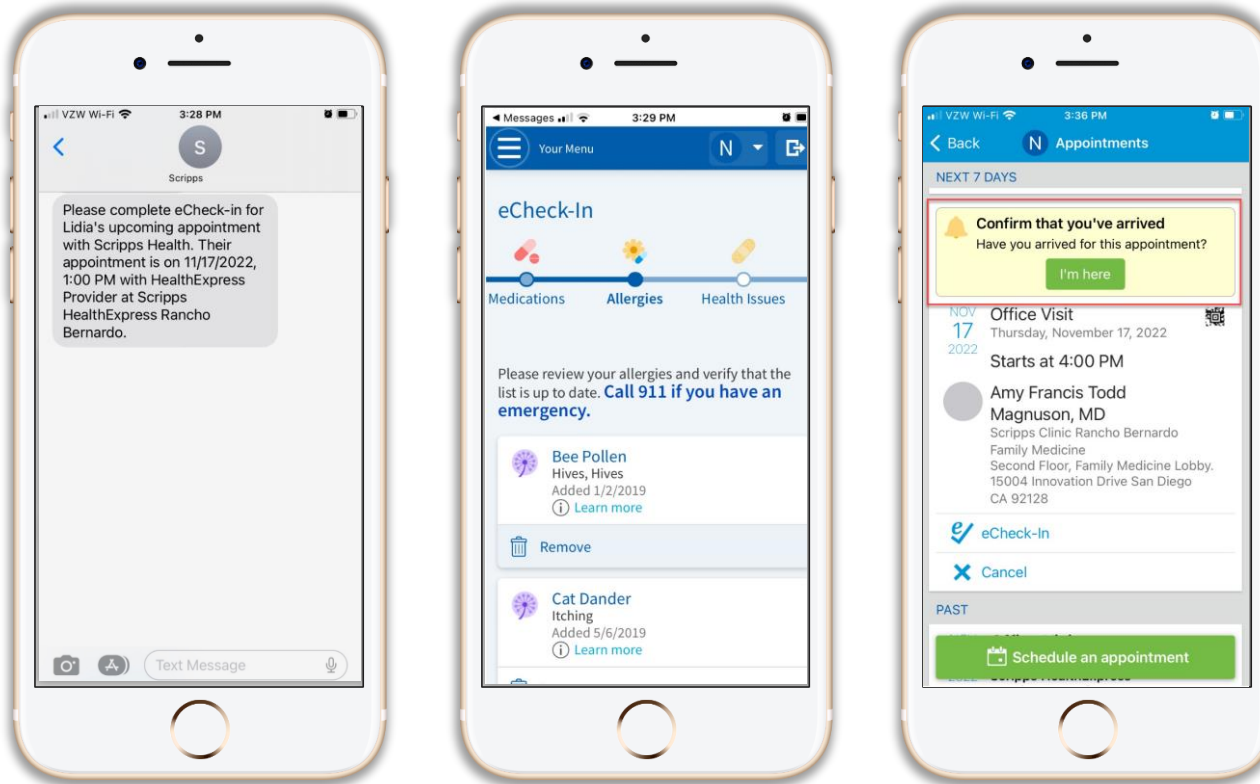
📞 858-554-7439

Let us know you're coming

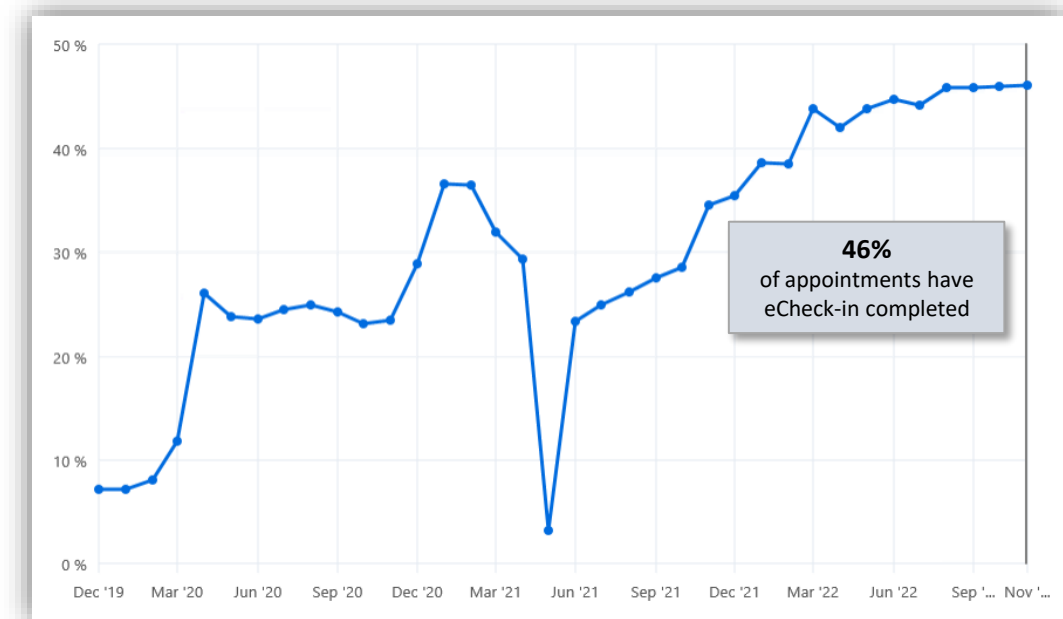
★ How long until you'll arrive?

I'm on my way

E Check-in, Curbside Arrival



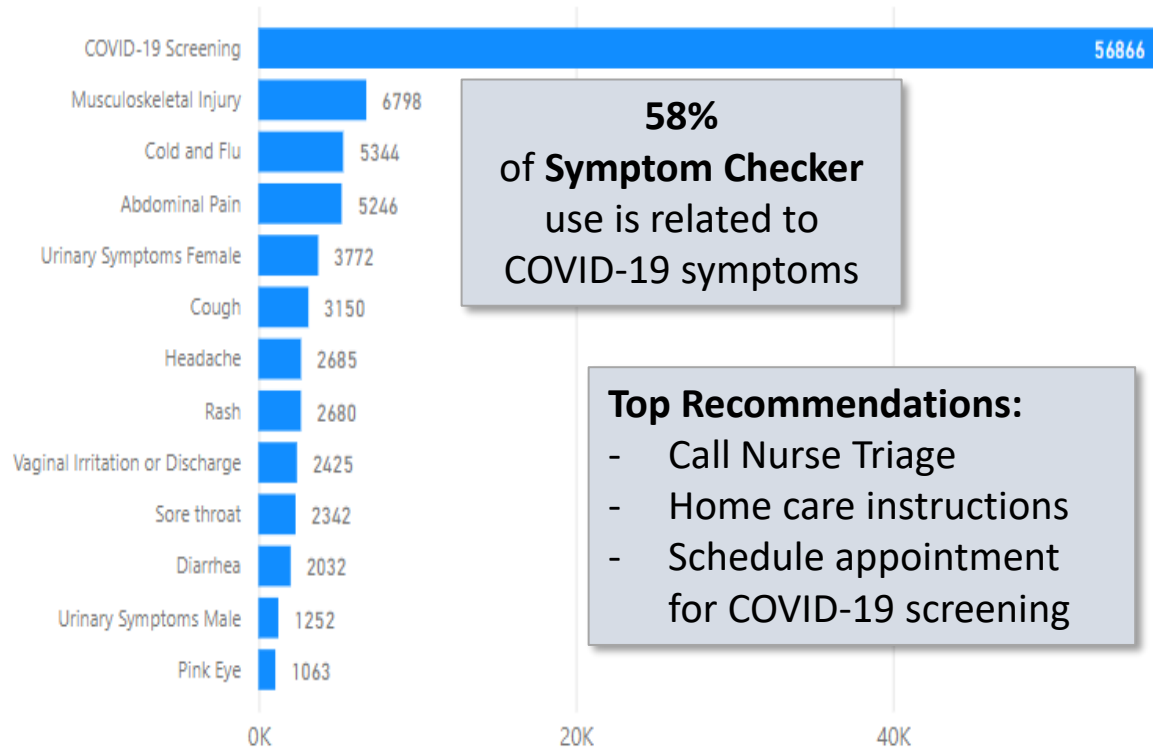
10,000 patients/month complete a “touchless” check-in using MyScripps or a kiosk.



On average, registration staff **saves ~1 min** for every patient who completes part of their check-in online.

Symptom Checker

Total Submissions by Symptom



58%
of Symptom Checker
use is related to
COVID-19 symptoms

Top Recommendations:

- Call Nurse Triage
- Home care instructions
- Schedule appointment for COVID-19 screening

- **Coming Next:** Symptom Checker will be available on scripps.org for increased accessibility, including those without a MyScripps account

Symptom Checker helps guide a patient to the **right level of care** based on their symptoms: 911, ED, Urgent Care, Nurse Triage, Schedule appointment, E-Visit, Self-Care

Symptom Checker

Select one of the symptoms below to get started.

COVID-19: Nurse line, vaccine updates, FAQs and latest news. [Learn more.](#)

COVID-19 Screening

Symptoms of COVID-19, or recent exposure

Musculoskeletal Injury (age 5+)

Injury or pain of the hip, knee, back (age 5-70 only), finger, hand, wrist, elbow, foot, ankle, toe, shoulder, or collarbone

Abdominal Pain (age 12+)

Pain or injury to the abdomen, belly, or torso

Cold and Flu (age 5+)

General body aches, fever, nasal congestion, runny nose

Cough (age 5+)

Cough without runny nose, fever, or congestion

Sore throat (5+)

Sore throat, redness, strep exposure

Urinary Symptoms Female (age 12+)

Change in color or odor of urine, change in frequency of urination, discomfort while urinating

Headache (age 12+)

Headache related to injury, migraine, or other causes

Vaginal Irritation or Discharge (age 18+)

Irritation, pain, or change in discharge

Rash (age 5+)

Blisters, bumps, redness, or other rash symptoms

Diarrhea (age 5+)

Increase in frequency of bowel movements, loose or watery stool

Pink Eye (age 5+)

Redness, swelling, discomfort, discharge, or crusting of one or both eyes

Mental Health (age 18+)

Suicidal thoughts or behaviors, alcohol or substance use, anxiety, depression

Adult Ear Problem (age 18+)

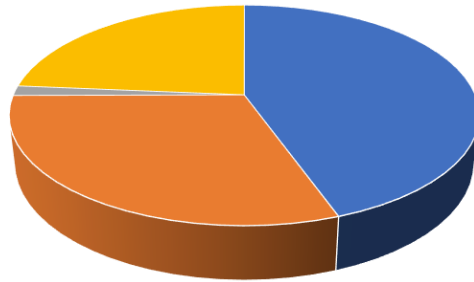
Ear pain, pressure, or drainage

Weakness and Fatigue (age 12+)

Lingering tiredness that is constant and limiting

E-Visit Online Health Questionnaire

Level of Service

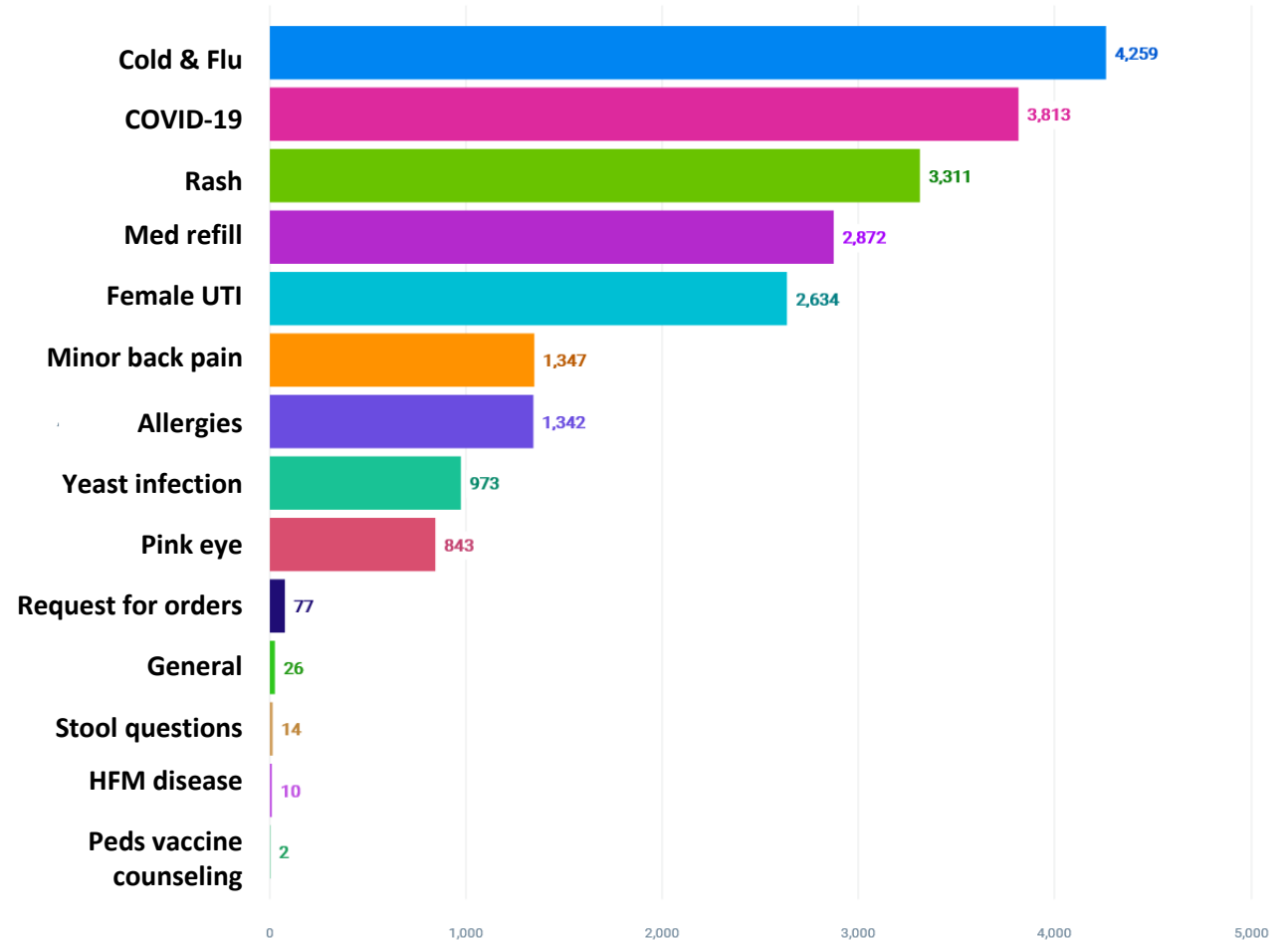


- 99421 (5-10 min)
- 99422 (11-20 min)
- 99423 (21+ min)
- No charge

- Available 7 days a week
- Response within 1 day
- Billable to insurance
- Self-pay - \$30

Number of E-Visits by Reason for Visit

Between 7/1/2020 and 11/18/2022



Online Scheduling – Direct Scheduling

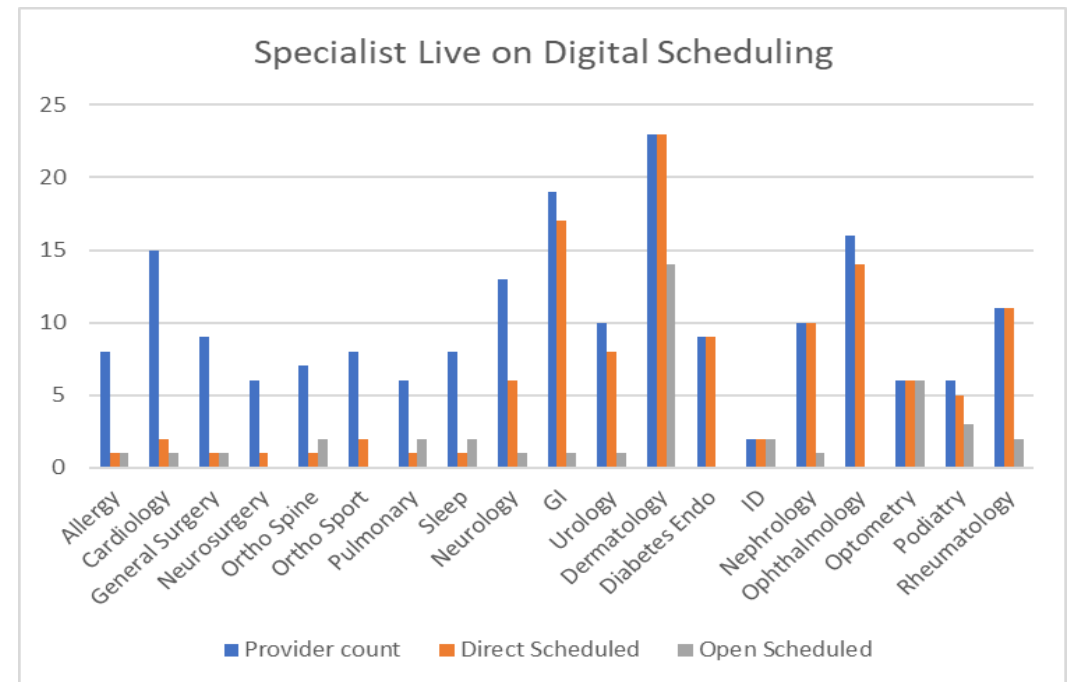
Patients can view and book appointment slots via the MyScripps patient portal with providers they have a historical relationship with.

15% of eligible appointments scheduled online in FY22

- Contributing to higher patient satisfaction
- Reduced cost to schedule
- Decreased risk of appointment no-shows

	Direct Schedulable	% Direct Schedulable
Primary Medicine*	360	98%
Specialty Care	121	63%
Total	481	86%

*Primary Medicine includes Internal Medicine, Family Medicine, PEDs, OBGYN, NP/PAs



Online Scheduling – Open Scheduling

Patients can view and book appointment slots for any available provider on www.scripps.org.

Make an appointment for **any patient type** ✕

Dr. Michael Varon
Family Medicine

2205 Vista Way
Oceanside, CA, 92054

List | Calendar | Visit Type/Time ▼

Thursday, December 1, 2022

10:00 AM 11:00 AM 3:00 PM

Friday, December 2, 2022

10:00 AM 11:00 AM 11:30 AM

Monday, December 5, 2022

10:00 AM 11:00 AM 3:00 PM

Tuesday, December 6, 2022

10:00 AM 11:00 AM 3:00 PM

Since January 2020

- Available for SHEX, primary care, and select medical and surgical specialties
- Total Open Visits Scheduled: 43,325
- New Patients to Scripps: 10,462
- Commercially Insured: 73% (New Patients)

Fast Pass

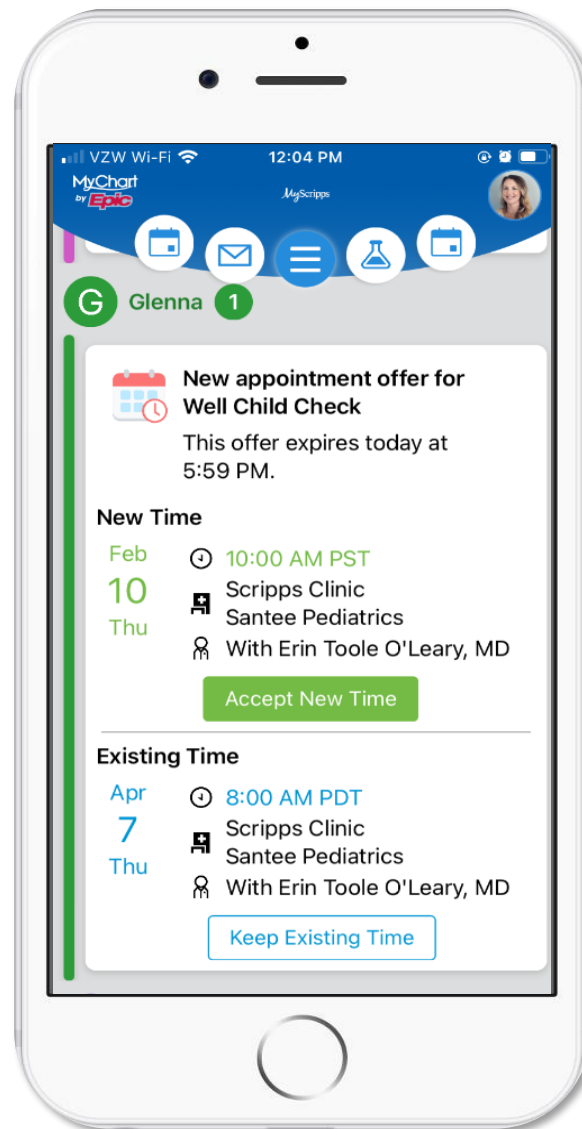
What Is It?

- Patients on the waitlist receive **automated offers** for earlier appointments when an opening becomes available

25 Specialties Live

Coming Next:

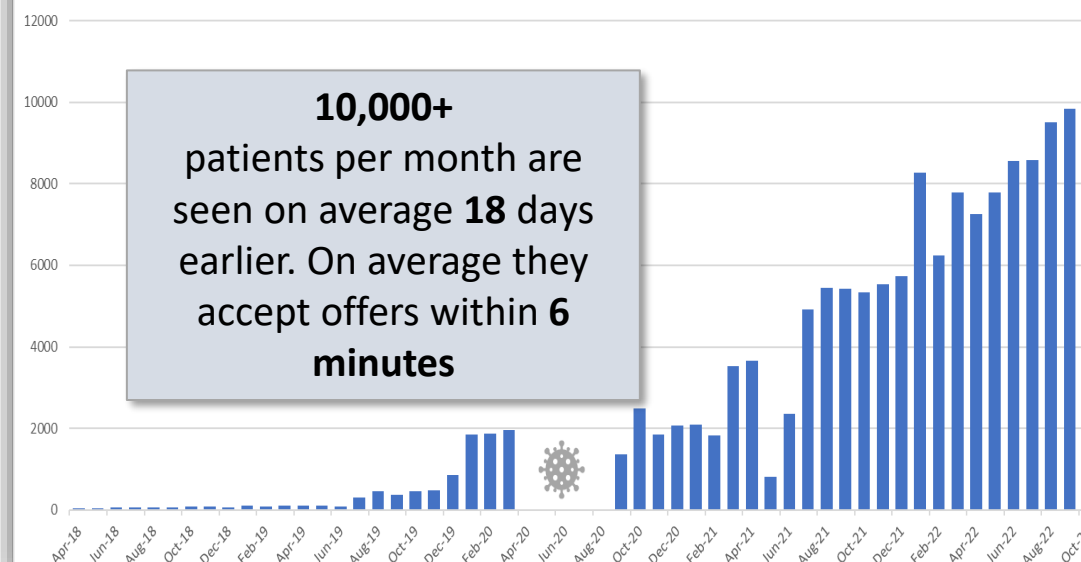
- 50% of departments live on Fast Pass
- Continued expansion and optimization



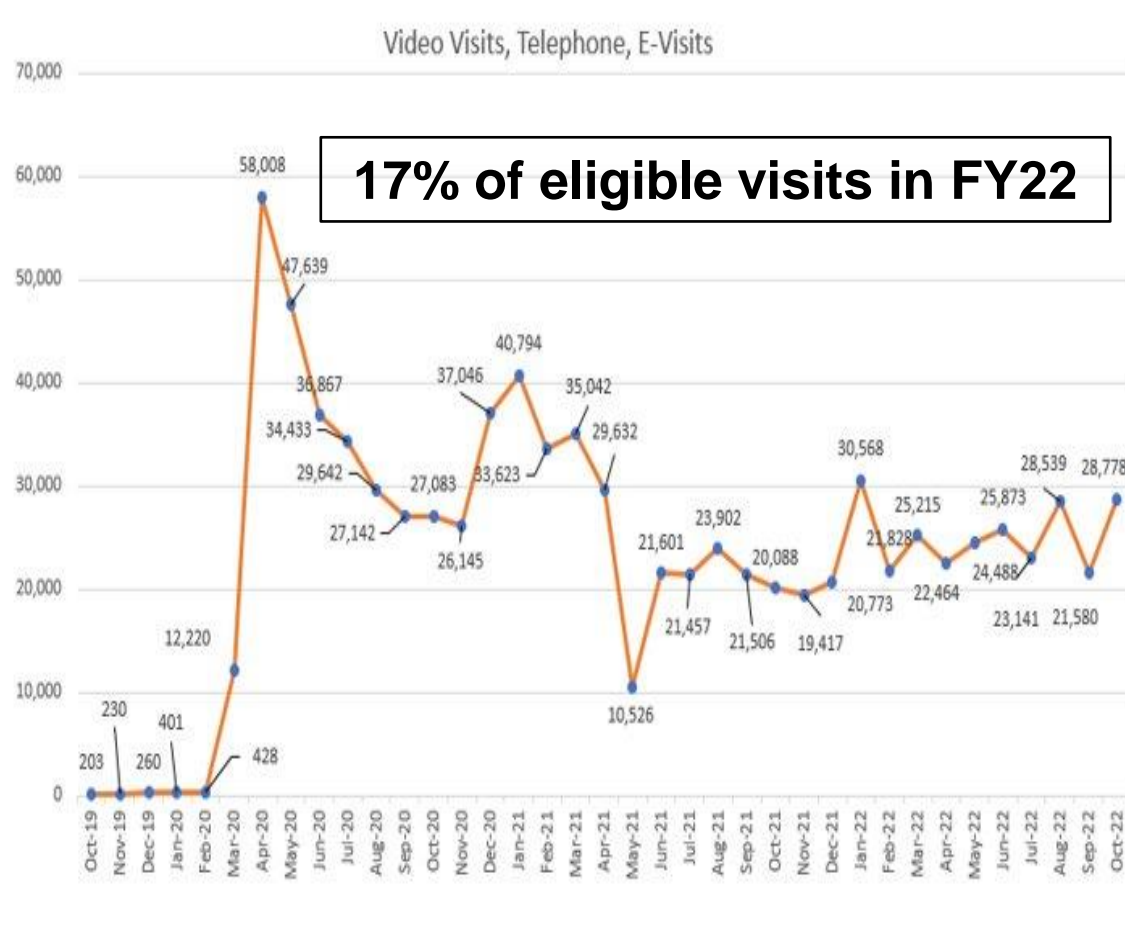
Optometry Same-Day Fast Pass pilot:

Activated at **7:00 am**. At **7:05 am**, a patient received an offer for an **8:00 am** appointment (same day) and accepted it within 6 minutes. The patient was seen **39 days** sooner. The provider stated, *“Yes, my 8 o’clock patient was so happy he got the appointment this morning! YEA, it works!”*

Appts rescheduled with Fast Pass



Telemedicine



Telemedicine 2023



Anytime



Anywhere



More
Capacity



Everyone

On-Demand Visits by Day (since launch)

We start off every morning at 8 am with patients already in the queue, they are eager to take advantage of the service. It's currently available to patients age 0-11, 18+ with a Scripps Clinic PCP.



New! On-Demand Video Visits with Primary Care

We are excited to offer same day video visits for simple, non-urgent conditions with Scripps Clinic primary care providers. Get in line to see the next available doctor or advanced practice clinician - we'll notify you when it's time to connect. Available Mon-Fri, 8am - 4pm.

On-Demand Visit

Dismiss

Results for first 3 weeks (4/18-5/5)

Total Visits: 367

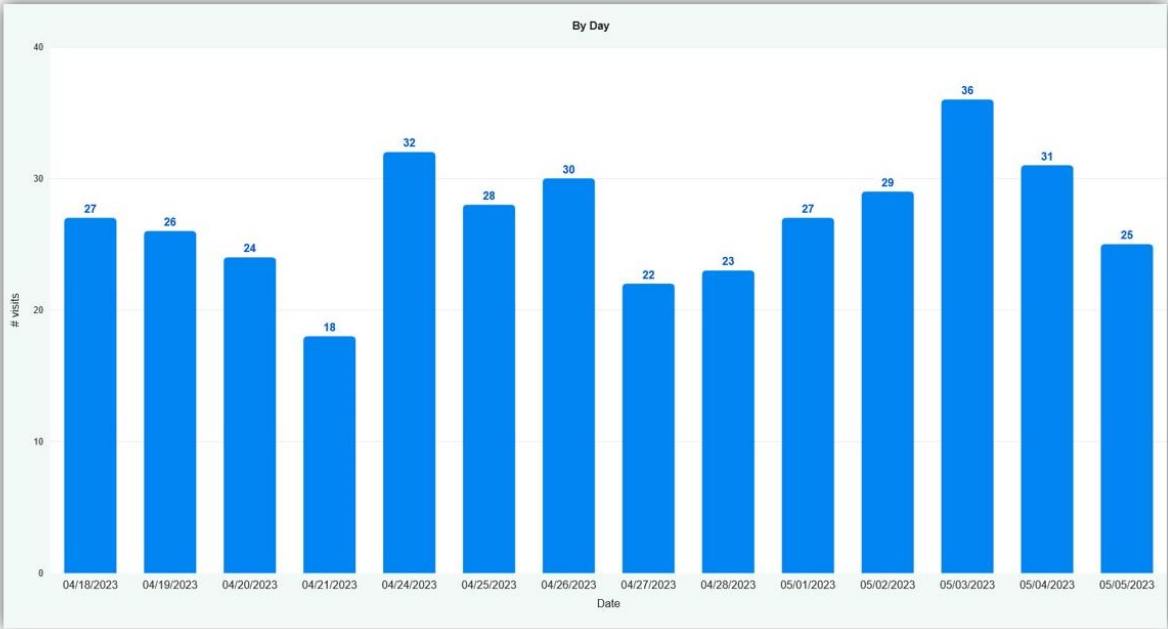
Adults: 324

Pediatrics: 43

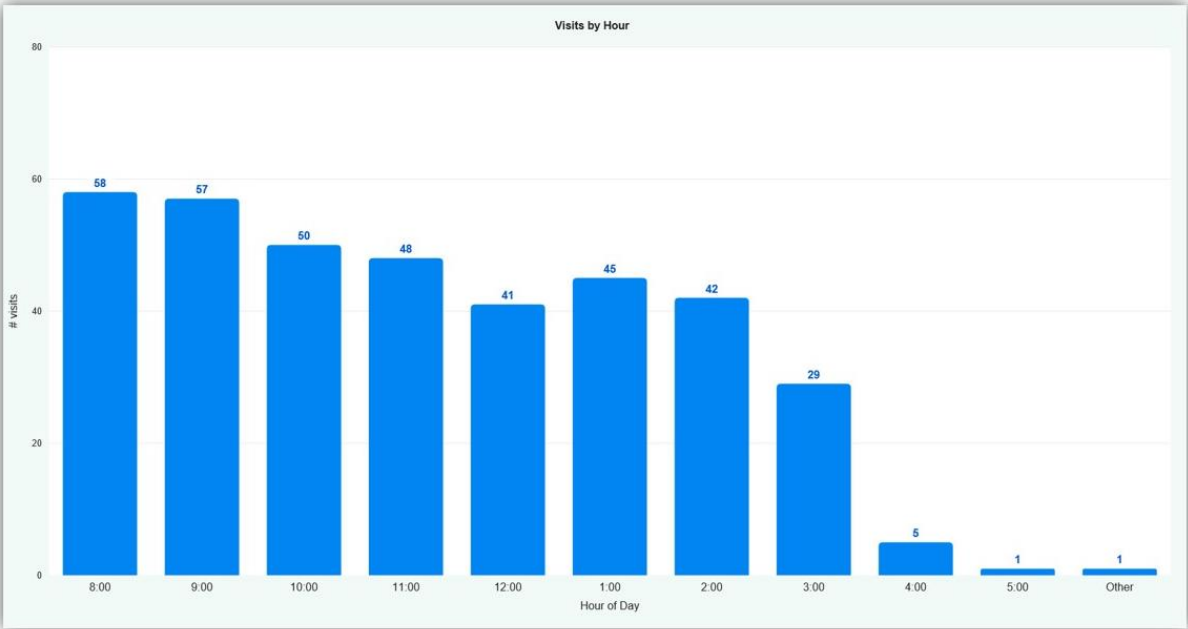
Average Wait Time: 19 minutes

Average Visit Length: 9

On Demand-Visits by Day (since launch)



On-Demand Visits by Hour of the Day (to see patient demand)



Key Takeaways Related to Digital Access

1. The volume of non-traditional healthcare competitors is growing and determined to address consumer expectations for fast, convenient access to care - physically and virtually - using a combination of technology and lower-cost settings.
2. Digital tools are a part of the solution to improve convenience and access to care at Scripps by offering digital health touchpoints across the care continuum for patients to access Scripps when, where, and how they prefer.
3. Scripps Health Operations Command Center (SHOCC) is a vehicle to improve access to care:
 - Expansion and evolution of digital health tools through calculated investment and growth of centralized, virtual care programs like remote patient monitoring and 24/7 telemedicine can help improve access to care and enable a more continuous relationship with complex patients while creating capacity for existing providers.