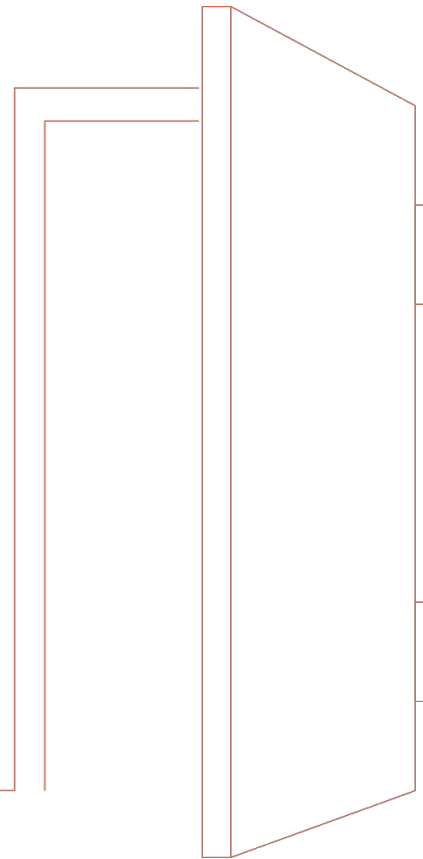




DASH DOWNLOAD

21.1 Updates



Welcome



Phil Marsicano

VP, Product Management



Anukta Natu

Product Owner

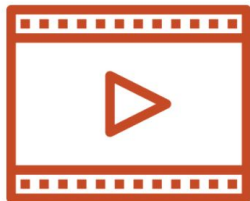
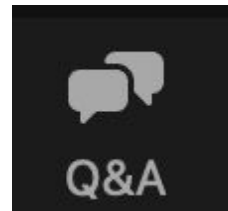


Amit Sharma

Product Owner

Today's Session

Questions: Q&A Icon at the bottom of the Zoom screen



Recording: We'll share it afterward

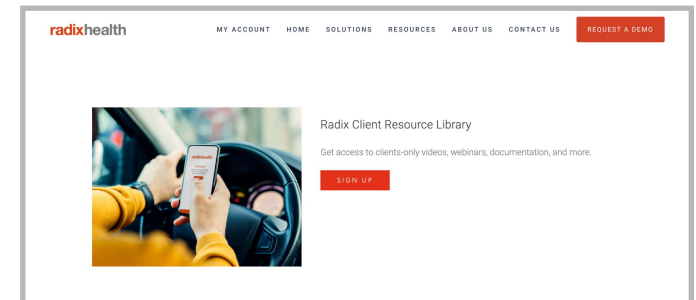
Agenda

- Client Resource Library
- DASHcentral updates
- DASHself updates
- DASHin updates
- Q & A

Client Resource Library

Here's how to sign up in a few easy steps!

- 1 Visit sign up page
- 2 Sign up with your work email, first name, last name, and a secure password
- 3 You should be automatically logged in
- 4 Bookmark the main log-in page



DASHcentral

What's New in 21.1:

- Triage questions - UI changes
- Enhanced password security
- Telehealth workflow changes
- Staff icon

DASHcentral: Screen Enhancements

Triage

Have you been told that you need surgery

☒ YES ☐ NO

Is the pain in your Neck or your Back?

☐ NECK ☒ BACK

Is pain located at Buttock, Groin or side of Hip?

☒ BUTTOCK OR SIDE OF HIP ☐ GROIN


Suggestions

Refer to Back MD list

Accept suggestion

Cancel

DASHcentral: Enhanced Password Security



Your password has expired, please change your password

Reset Password

New Password

Confirm Password

Password should contain

- Minimum 8 and Maximum 23 characters
- Contain at least 1 upper case
- Contain at least 1 lower case
- Contain at least 1 numeric digit
- Contain at least 1 special character

Setup Security Questions

Question 1	Answer 1
What was your childhood nickname?	test
Question 2	Answer 2
What is the name of your favorite childhood friend?	test
Question 3	Answer 3
In what city or town was your first job?	test

Powered by **radixhealth**

Reset Password

Error: This password is seen in previous breaches and should never be used

Important

- Do not share your password with anyone.
- Contact your IT administrator or Radix Health for additional support. Radix Health can be reached at support@radixhealth.com or 1-833-RADIX-YZ if you face any issues.

Security Setting For Radixqa (User ID: radixqa)

ACCESS LEVEL: System admin

LAST LOGIN AT: NA

LAST LOCKED AT: NA

USER ACTIVE: YES

CAN LOGIN: YES

FORCE TO CHANGE PASSWORD: NO

SEND PASSWORD RESET LINK: NO

Email: kshijit.swari@radixhealth.com

NEW PASSWORD

CONFIRM PASSWORD

Password should contain

- Minimum 8 and Maximum 23 characters
- Contain at least 1 upper case
- Contain at least 1 lower case
- Contain at least 1 numeric digit
- Contain at least 1 special character

Created By: demo (Apr 10, 2019 3:26:01 AM) Last Updated By: Radixqa (Nov 26, 2020 6:55:17 AM)

Powered by **radixhealth**

Save **Cancel**

Security Setting Add Modify View

Created By	Updated By
demo	demo
Apr 10, 2019 3:25 AM	Jun 6, 2019 8:57 AM
demo	demo
Apr 29, 2019 2:32 AM	Apr 29, 2019 2:36 AM
demo	demo
Apr 5, 2019 7:34 AM	Apr 5, 2019 7:34 AM

400

Error: This password is seen in previous breaches and should never be used

DASHcentral: Streamlining Telehealth Workflow

Televisit confirmation

Would you like to consider telemedicine availability as well?

☐ YES ☐ NO

Accept

Recommended Slots						Show urgent slots	Advanced	Eliminated Slots	Confirm slot
Rank		Date and Time	Provider / Resource	Facility	Status	Appointment type			
1		Wednesday, Dec 16, 2020 04:20 PM 10 mins	Daniel Carothers, MD	Preston Ridge (Alpharetta)	Available	NEW PATIENT 10			
2		Thursday, Dec 17, 2020 09:00 AM 10 mins	Daniel Carothers, MD	Brookhaven	Available	NEW PATIENT 10			
3		Thursday, Dec 17, 2020 10:00 AM 10 mins	Daniel Carothers, MD	Brookhaven	Available	NEW PATIENT 10			
4		Thursday, Dec 17, 2020 04:20 PM 10 mins	Daniel Carothers, MD	Brookhaven	Available	NEW PATIENT 10			
5		Friday, Dec 18, 2020 09:40 AM 10 mins	Daniel Carothers, MD	Preston Ridge (Alpharetta)	Available	NEW PATIENT 10			
6		Monday, Dec 21, 2020 04:00 PM 10 mins	Daniel Carothers, MD	Preston Ridge (Alpharetta)	Available	NEW PATIENT 10			
7		Monday, Dec 21, 2020 04:10 PM 10 mins	Daniel Carothers, MD	Preston Ridge (Alpharetta)	Available	NEW PATIENT 10			
8		Monday, Dec 21, 2020 04:30 PM 10 mins	Daniel Carothers, MD	Preston Ridge (Alpharetta)	Available	NEW PATIENT 10			
9		Wednesday, Dec 23, 2020 09:00 PM 10 mins	Daniel Carothers, MD	Preston Ridge (Alpharetta)	Available	NEW PATIENT 10			

DASHcentral: Staff Details Icon

Previous



Current



DASHself

What's New in 21.1:

- Support multiple Google Tag Manager accounts
- Shift of Terms of use, Privacy & HIPAA links
- Improved patient matching logic
- User experience enhancements for appointment reschedule/cancel & referral booking.


DASHself: Multiple Google Tag Manager Accounts

- Google Tag Manager (GTM)
- Support clients using multiple websites to analyze traffic
- Helps track traffic from DASHself screens on these websites
- No changes required for clients with a single website

DASHself: Terms of Use, Privacy & HIPAA links

Provider Search Screen

English ▼



What do you need help with today?

Enter a Visit Reason, Specialty or Provider Name here.... *


Abdominal pain

Enter your insurance (Optional)

Enter Zip Code * Patient's age * Age


30062 30


☐ I have read and accept the [Term of Use](#) , [Privacy](#) & [HIPAA Authorization](#).

 Find a Provider

Landing Provider Screen

ABCHospital English ▼

 **Alicia Simpson**
Cumming Office
1505 Northside Blvd
Suite 3100 CUMMING, GA,
30041
(404) 355-0743

 Feedback

SEARCH INFORMATION PATIENT INFORMATION INSURANCE OPTIONS INSURANCE INFORMATION CLINICAL DETAILS BOOK AN APPOINTMENT

What do you need help with today?

Enter a Visit Reason here.... *

Enter your insurance (Optional)

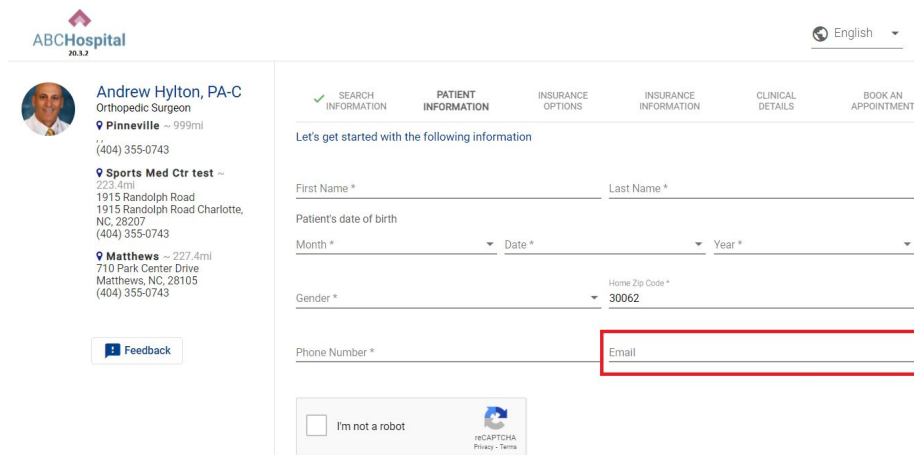
Enter Zip Code * Patient's age *

☐ I have read and accept the [Term of Use](#) , [Privacy](#) & [HIPAA Authorization](#).

Next

DASHself: Patient matching algorithm updates

- Adding **patient email** field to screen & algorithm
- Reduce the chances of creating the duplicate patients
- Details on update [here](#) in Client Resource Library



ABC Hospital
20.5.2

English

SEARCH INFORMATION PATIENT INFORMATION INSURANCE OPTIONS INSURANCE INFORMATION CLINICAL DETAILS BOOK AN APPOINTMENT

Let's get started with the following information

First Name * Last Name *

Patient's date of birth

Month * Date * Year *

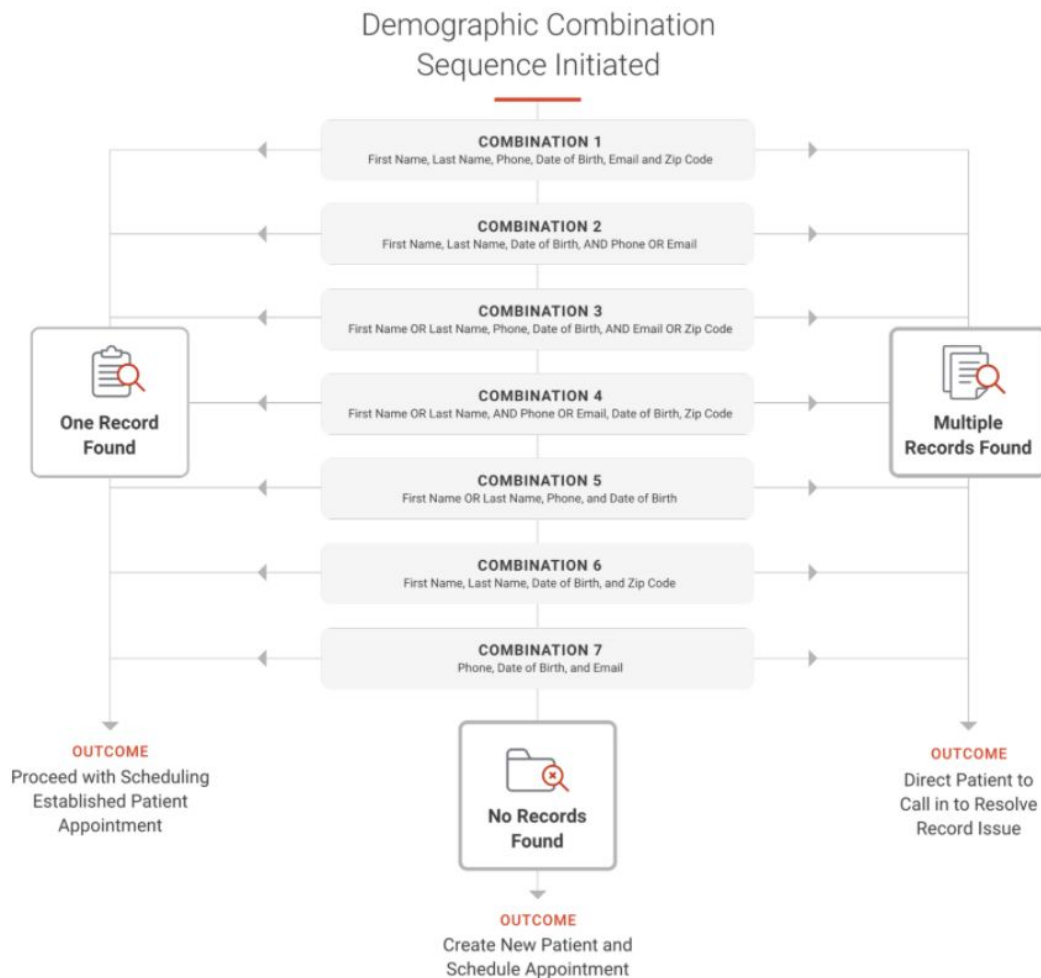
Gender * Home Zip Code * 30062

Phone Number * Email

I'm not a robot

RECAPTCHA Privacy - Terms

21.1 DASHself Patient Matching Algorithm



Combination 1

First Name: John

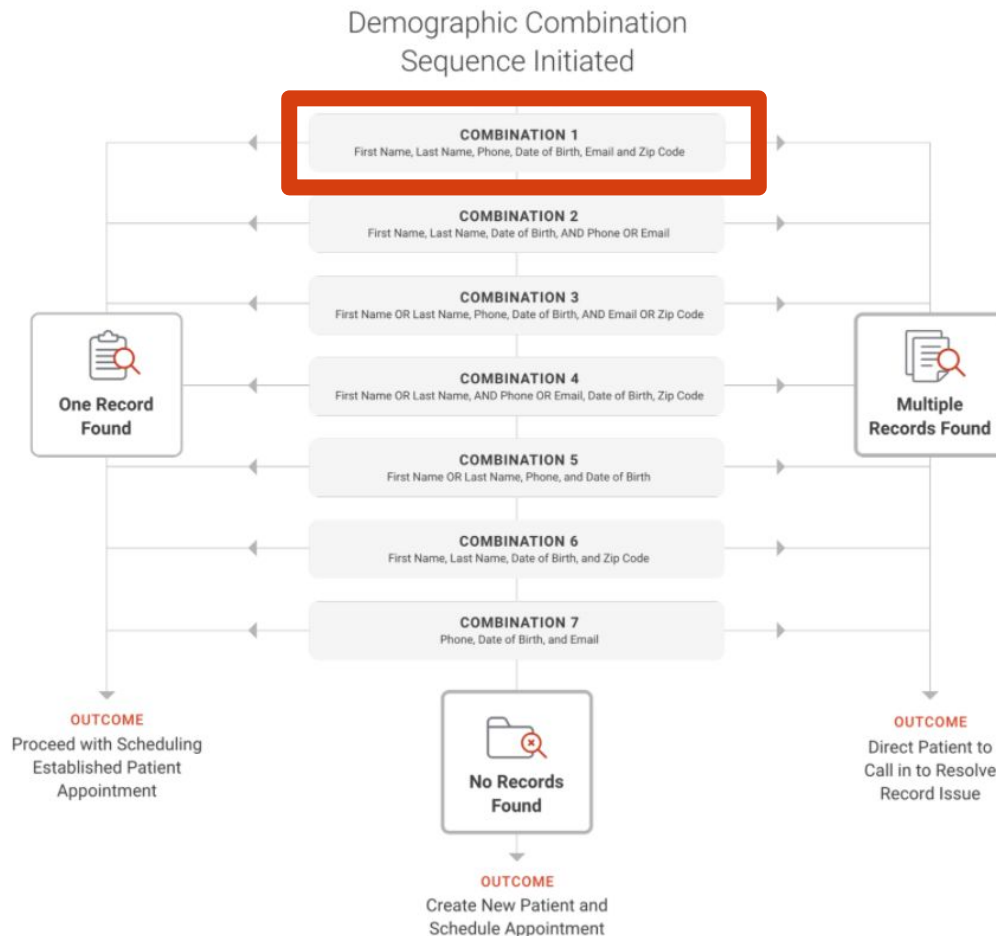
Last Name: Smith

DOB: 01-01-1990

Zip: 30301

Phone: 111-111-1111

Email: j.s@gmail.com



Combination 2

First Name: John

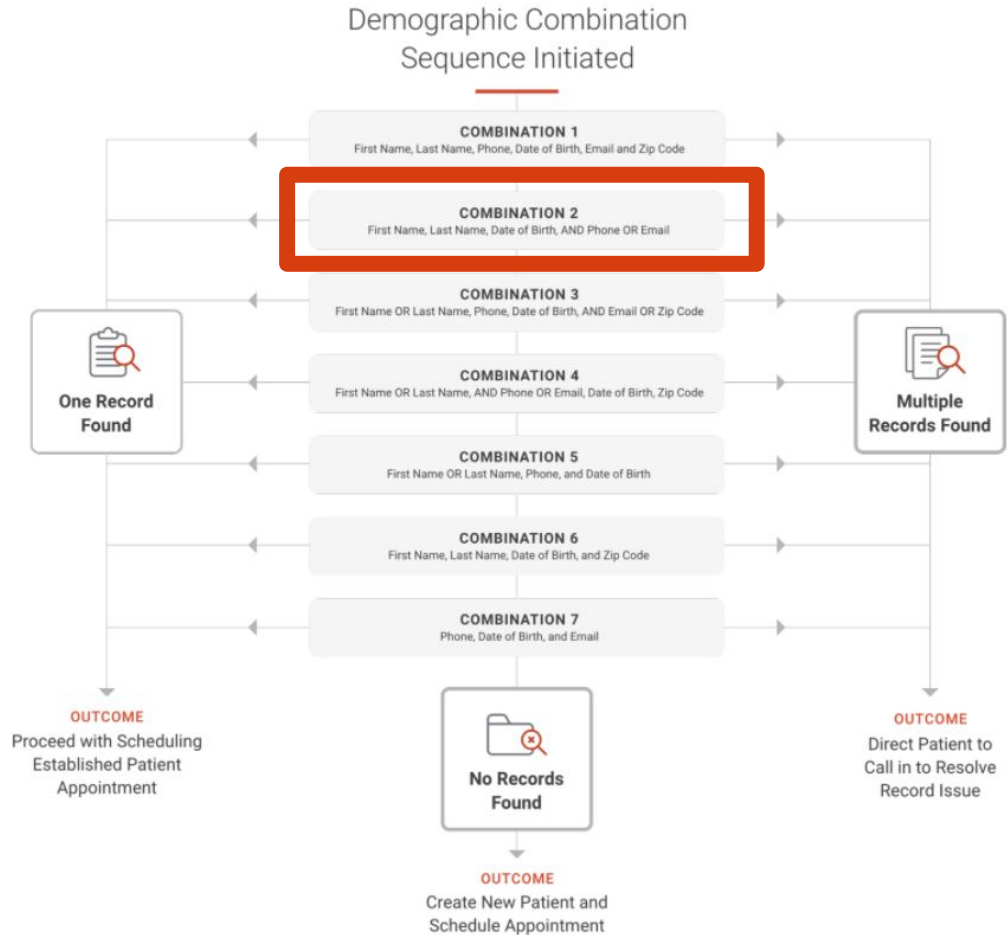
Last Name: Smith

DOB: 01-01-1990

Zip: 10001

Phone: 111-111-1111

Email: j.s@gmail.com



Combination 3

First Name: Johnson

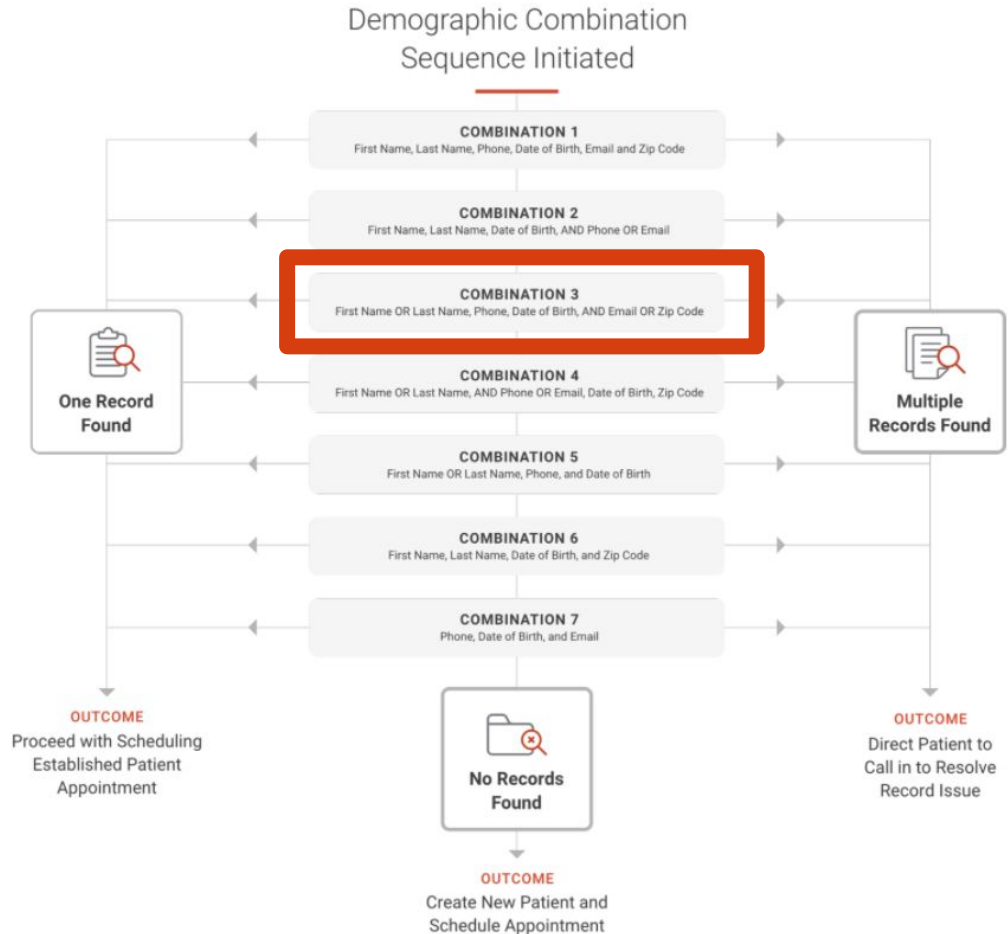
Last Name: Smith

DOB: 01-01-1990

Zip: 10001

Phone: 111-111-1111

Email: j.s@gmail.com



Combination 4

First Name: Johnson

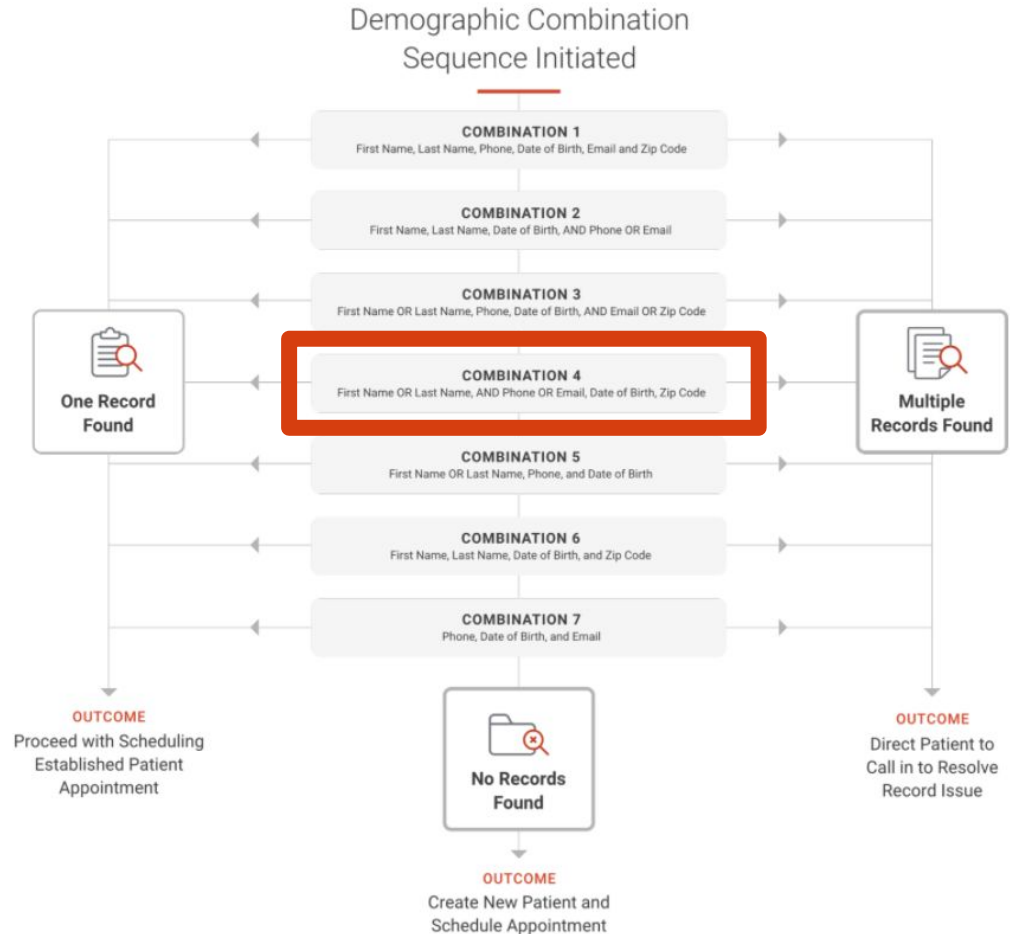
Last Name: Smith

DOB: 01-01-1990

Zip: 30301

Phone: 111-111-2222

Email: j.s@gmail.com



Combination 5

First Name: Johnson

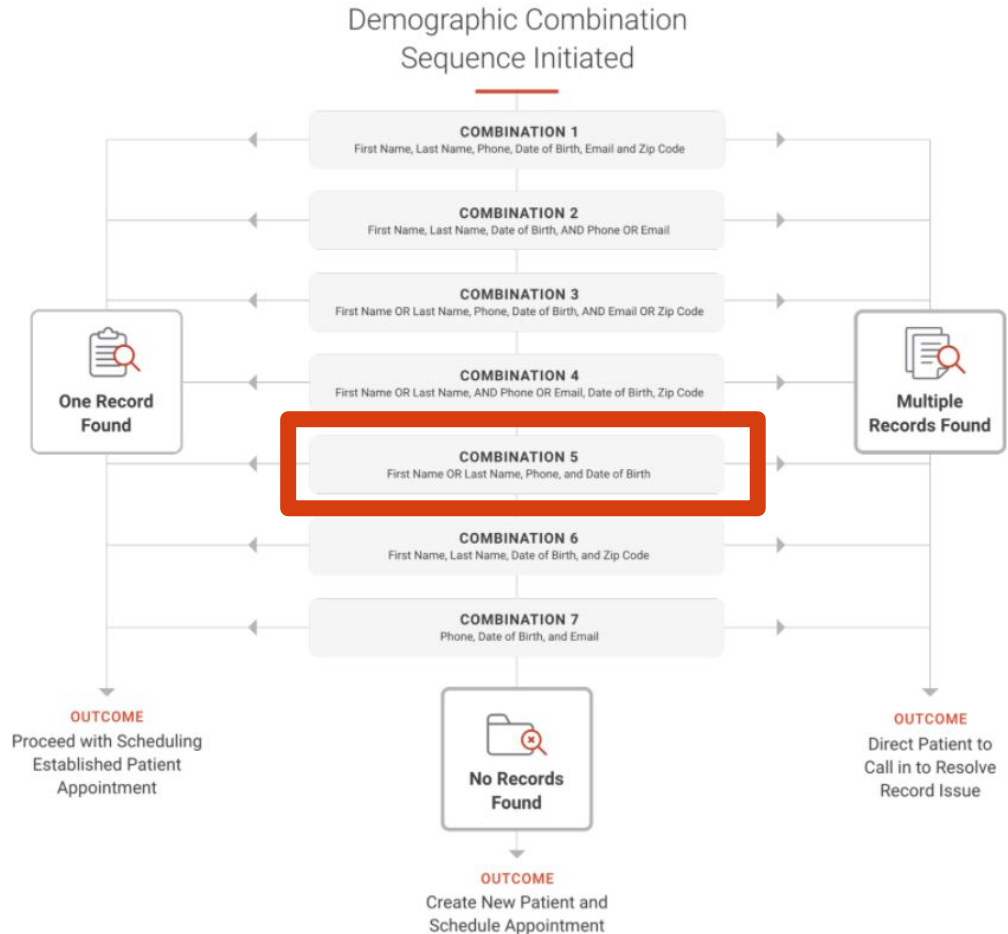
Last Name: Smith

DOB: 01-01-1990

Zip: 10001

Phone: 111-111-1111

Email: john.s@gmail.com



Combination 6

First Name: John

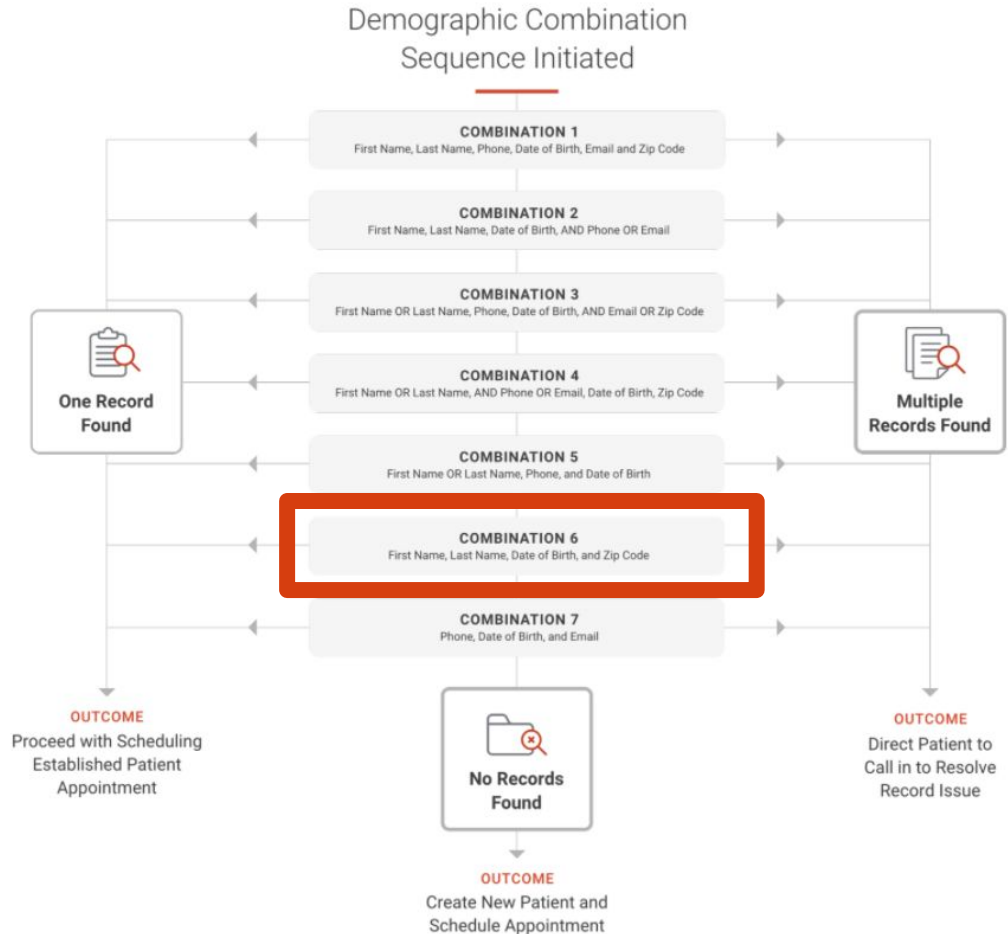
Last Name: Smith

DOB: 01-01-1990

Zip: 30301

Phone: 111-111-2222

Email: john.s@gmail.com



Combination 7

First Name: Johnson

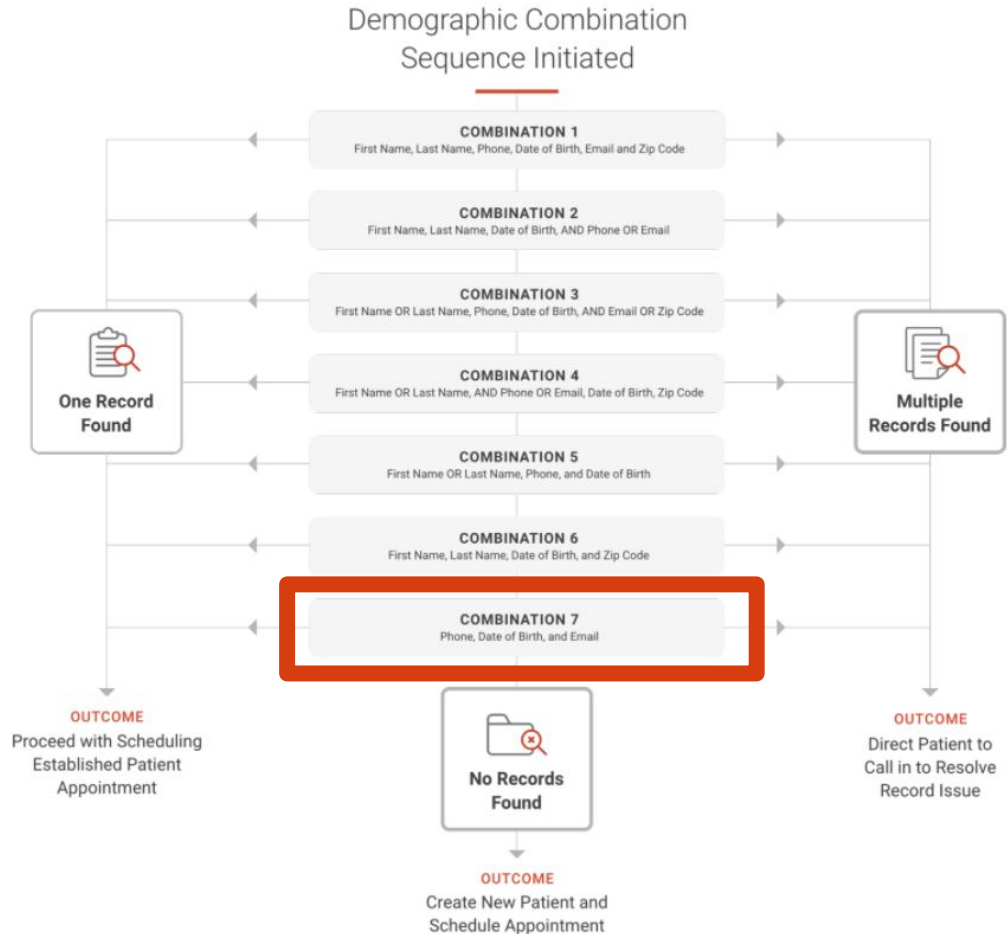
Last Name: Garcia

DOB: 01-01-1990

Zip: 10001

Phone: 111-111-1111

Email: j.s@gmail.com



General Guidelines: Patient matching algorithm

- Existing patient record - Patient update happens on last screen, when patient enters the additional demographic information
- Does not differentiate if any of the fields are NULL or are empty
- Phone numbers searched : home, cell & office numbers

User Experience enhancements & updates

- Enhanced user experience for Reschedule and Cancel workflow for clients using DASHself & DASHconnect
- Enhanced user experience for Referral workflow for clients using DASHcentral referral features & DASHconnect
- Clients who have only DASHself should not see any changes

Appointment Cancellation User Workflow Updates

The screenshot displays the Radix Health DASH (Developer Access System Hub) interface. The browser address bar shows the URL: `apps.radixhealth.com/devdash/#/rx_patient_qa?patientId=14954&patientFirstName=RadixMaySix&patientMiddleName=...`. The interface includes a sidebar with navigation icons and a main content area. A modal window titled "Appointment details" is open, showing the following information:

- Appointment details** (Close button)
- Appointment:** Saturday, 05/08/2021 09:30 AM to 09:45 AM (10460)
- Tabbed view:** NOTES | Q & A | TRIAGE | AUDIT HISTORY | COMMUNICATION | INSURANCES
- Appointment Note:**
 - SELF 05-05-2021 4:14 AM: Created via DASHself
- Chief Complaint Details:**
 - Ankle pain
- Metadata:**
 - Created by: Anrit Sharma at 05/05/2021 04:29 AM
 - Last updated by: Anrit Sharma at 05/05/2021 04:29 AM

The background interface shows a "Search Patient" section with fields for Last Name, First Name, Date of Birth, Phone Number, and Patient ID. Below this are buttons for "Clear", "Q PM", and "Q Dash". The bottom of the screen shows a Windows taskbar with the search bar and various application icons.

Appointment Reschedule User Workflow Updates

The screenshot displays the Radix Health DASH (Developer's Appointment Scheduler) interface. The browser address bar shows the URL: `apps.radixhealth.com/devdash/#/rx_patient_qa?patientId=14954&patientFirstName=RadixMaySix&patientMiddleName=...`. The interface is divided into several sections:

- Search Patient:** A sidebar on the left with a search bar and filters for LAST NAME, FIRST NAME, DATE OF BIRTH, PHONE NUMBER, and PATIENT ID. It includes buttons for 'Clear', 'Q PM', and 'Q Dash'.
- Patient Information:** A central panel showing details for 'Test, RadixMaySix' (ACTIVE, ID 14954). It includes contact information (11210 West Airport Boulevard, Stafford, TX 77477), a phone number (4702-239-0895), an email (amit.sharma@radixhealth.com), and a note about a '0.00 PAST BALANCE'.
- Appointments:** A table at the bottom listing appointments. The first appointment is for 'Sat, May 08, 2021 @ 10:30 AM' with 'Ashley Nordstrom' as the provider, 'Pineville' as the facility, and 'Office visit' as the service. The status is 'Scheduled'. Below this, a log entry states: 'SELF 05-05-2021 4:14 AM - Created via DASHself'.

The bottom of the screen shows a Windows taskbar with the time '4:26 AM 5/5/2021' and system language set to 'ENG IN'.

Referral User Workflow Updates

Referral Task | DASH x Connect Config | DASH x Task List | DASH x System Config | DASH

apps.radixhealth.com/devdash/#/rx_referral_task_qa?patientId=14954

Apps Radix Bookmarks Office Apps Doc-Hub Learning-Hub Other bookmarks Reading list

ABCHospital

Success! Referral task has been created.

Back Search patient > Create Referral Task

Test, RadixMaySix
05/06/1990 | 31 years, Female
Patient ID: 14954

PREFERRED PROVIDER: Ashley Nordstrom

NOTES: Sharma, Amit 5/5/2021 04:32 AM

CONTACT MODE: Auto

TASK PRIORITY: Medium

REFERRING PROVIDER NAME *: Test Provider

REFERRING PROVIDER FAX NUMBER *: 1111111111

Create Referral Task

Additional details Actions Past appointments

1 SEARCH SERVICE 2 SEARCH FACILITIES 3 SELECT RESOURCE 4 SCHEDULE PREFERENCES

VISIT REASON: Ankle pain

SERVICE NEEDED: TRIAGE

SPECIALTY: All

Reset Select all

Search

Selected 1 Pinneville Distance 937.9

Selected 1 Ashley Nordstrom New patient Availability High

Dr. Rachel Rohde, MD Low

Amarilis Davis, LMT, ROT Medium

+ More...

Scheduling Protocols Show Rules

DATE RANGE: 05/05/2021 06/09/2021

Create Referral Task

4:24

Type here to search

ENG IN 4:33 AM 5/5/2021

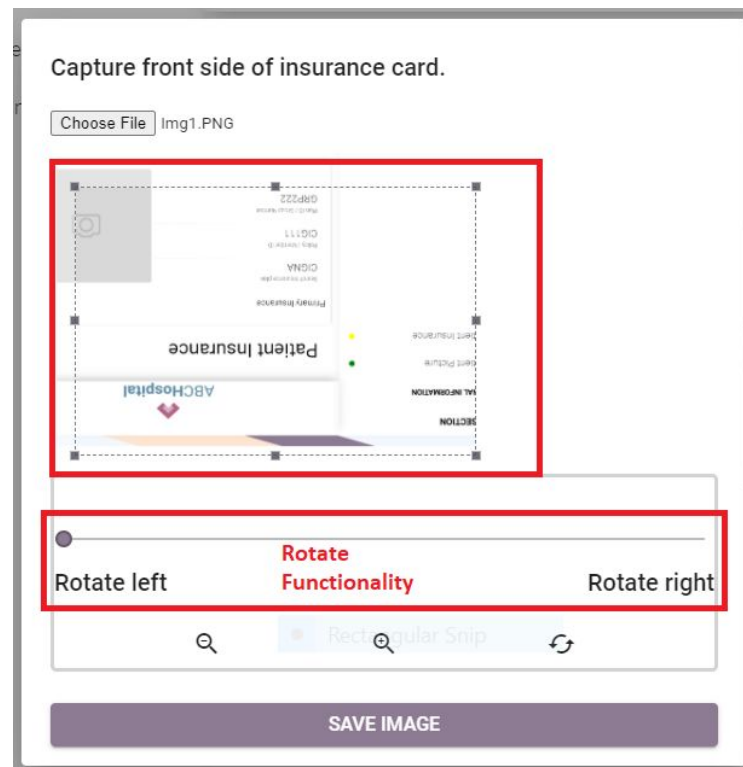
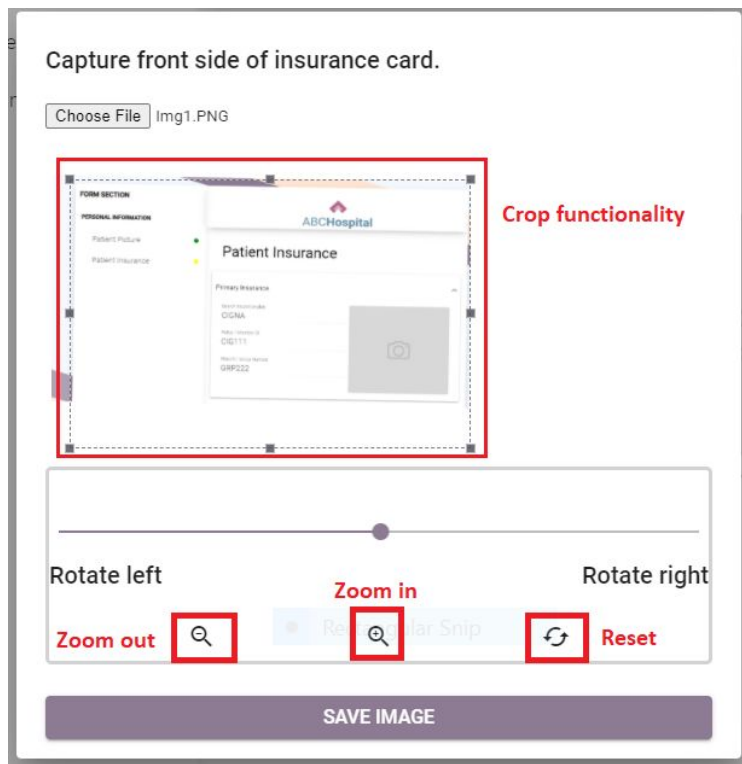
DASHin

What's New in 21.1:

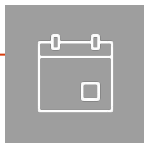
- DOB, zip code added to user patient validation
- Terms & Conditions, HIPAA links
- Image capture improvements

The screenshot displays a mobile application interface for 'ABC Hospital'. At the top, the hospital's logo is shown. Below it, a section titled 'Select your preferred language' has a dropdown menu currently set to 'English'. Further down, there are two new validation fields: 'Zip code *' and 'Patient's date of birth *'. The date of birth field is composed of three separate dropdown menus for 'Month *', 'Date *', and 'Year *'. A note below these fields states: 'For your convenience, the check-in forms are pre-filled from your prior visit, please make any updates as needed.' A red rectangular box highlights a line of text: 'By clicking Confirm, you accept the [Terms of use](#), [HIPPA](#) and [Privacy policy](#).' Below this box, it says 'Powered by radixhealth'. At the very bottom, there is a large purple button labeled 'CONFIRM'.

DASHin: Image capture improvements



Wrap Up & Next Steps



More coming soon: Triage
update training webinars
on 5/20 & 5/27
& others in the works!



We're here to help!
Your Client Success
Manager &
support@radixhealth.com