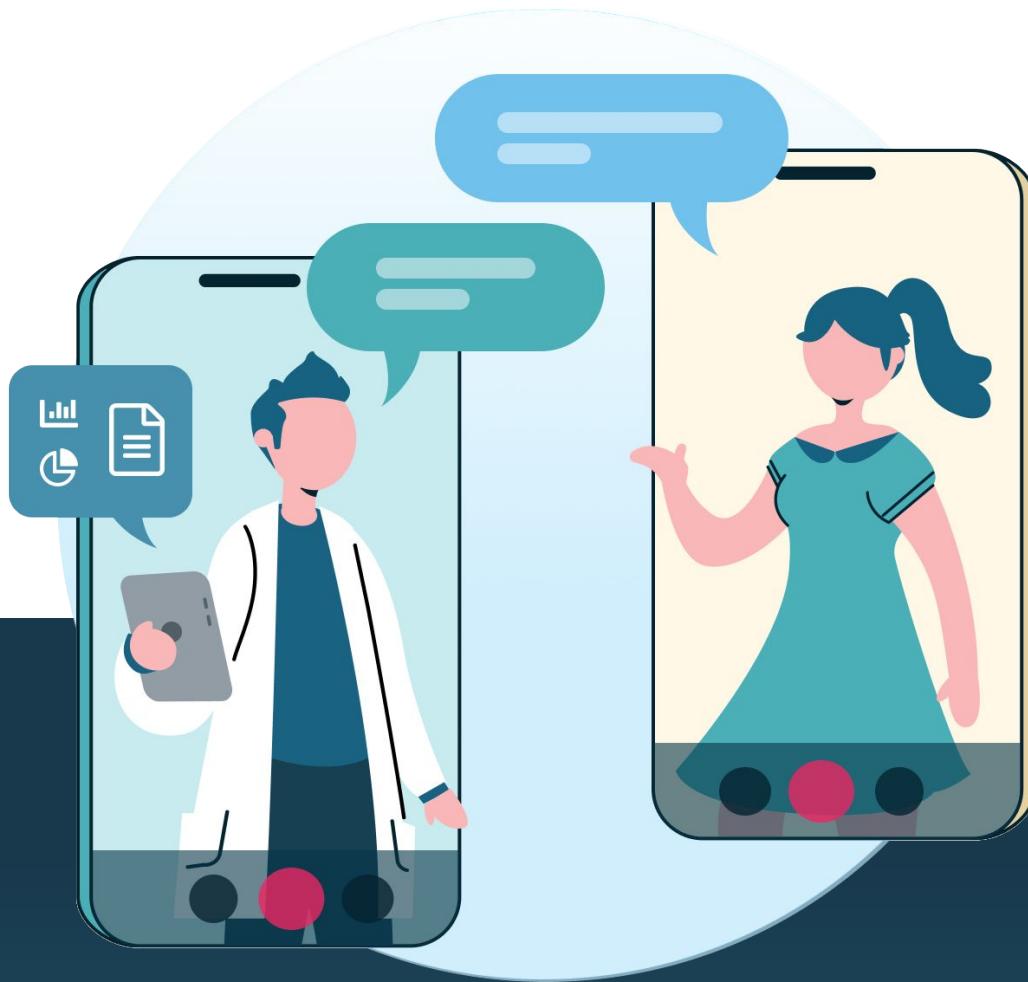




Successfully Increases Access to Care with **Mend**



Cambridge Health Alliance (CHA) Integrating Epic into **Mend** to Streamline Provider Workflows



Results Achieved

1. CHA providers connected to over **133,000 telehealth appointments** in the past 6 months
2. With **Mend** notifications available in **8 languages**, CHA was able to communicate with over one fourth of patients who have appointments with **Mend**, that did not select English as their preferred language of care
3. CHA's anonymized patient satisfaction rating was recorded at a **4.6**, higher than the average satisfaction rating of 4.45 during the same 8 week period across all appointments on the **Mend** platform



133,000 VISITS

CHA providers connected to over 133,000 telehealth appointments in the past 6 months



8 LANGUAGES

Mend notifications available in 8 languages served 25% of patients that did not speak English as their preferred language



92% SATISFACTION

patient satisfaction rating was recorded at a 4.6, higher than the average satisfaction rating of 4.45 during the same 8 week period across all appointments on the **Mend** platform



Hannah Galvin, MD
Chief Medical Information Officer

“ **Mend**'s partnership has allowed us to increase access to care via video visits for historically marginalized populations throughout our community. Sending notifications in our 4 primary languages as well as improving the way we embed our translation services into digital care has allowed CHA to provide video telehealth in a more equitable manner.

CHA Successfully Increases Access to Care with Mend

Cambridge Healthcare Alliance (CHA) is a Harvard Medical School Teaching Hospital located in Cambridge, Massachusetts with health services integrated into the community through primary care, specialty care, programs and partnerships. When CHA partnered with **Mend** in Spring of 2021, they expressed the importance of working with a patient engagement solution that could be agile to the needs of their unique patient population. CHA's mission is to improve access to care, particularly for marginalized populations in their community.

Telehealth Appointment Volume & Successful Encounters

At the start of CHA's implementation with **Mend**, their organization was able to identify that a large percentage of their current patient population were unable to participate in video telehealth due to pre-existing barriers such as downloading an app, logging into the patient portal, or limitations on bandwidth. These unique challenges were alleviated using **Mend's** patented HIPAA compliant secure link technology that does not require a software download. **Mend** was able to interface with Epic to create an integrated workflow that has allowed their providers and healthcare workers to engage in over 85,000 Telehealth appointments alone over the course of the past 3 months.

Increasing Access to Care

CHA also recognized the importance of extending telehealth notifications and reminders to patients in their preferred language of care. Currently, **Mend** supports 8 different languages for patient notifications and digital forms, which has allowed CHA to communicate effectively with a large Haitian Creole population, as well as their Spanish and Portuguese speaking communities. As a result of **Mend's** language support, CHA is currently booking over 28% of telehealth visits with patients from whom English is not their primary language. This method of inclusion therefore enables CHA to continue to expand their reach to marginalized populations in support of their equity goals and mission.



Mend Telemedicine Partner CHA Increasing Access to Care



Mend's **HIPAA compliant unified link** removes barriers to care and allows patients to join appointments without logging in to a portal



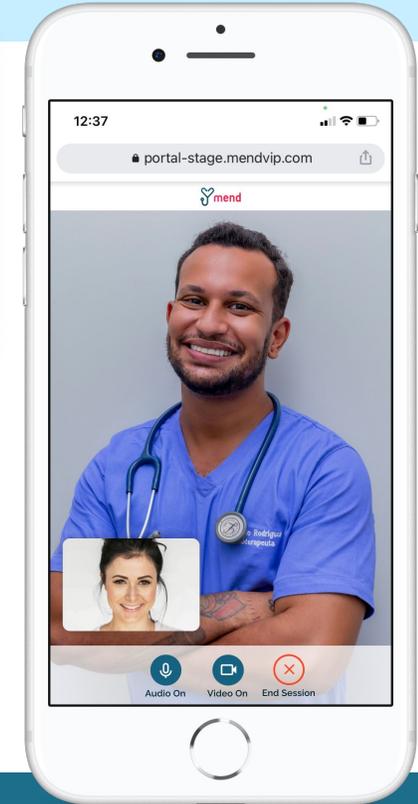
8 languages are supported by Mend, allowing CHA to send SMS & email notifications in preferred languages of care



28.4% of CHA Telehealth visits with Mend are currently booked for patients for whom English is not their primary language



Patient Self-Cancel is available through CHA notifications integrated with Epic, to reduce no-show rates when last minute conflicts arise



Summary:

CHA recognizes the importance of extending telehealth notifications and reminders to patients in their preferred language of care. Currently Mend supports 8 different languages for patient notifications and digital forms, which has allowed CHA to communicate effectively with a large Haitian Creole population, as well as their Spanish and Portuguese speaking communities. This method of inclusion therefore enables CHA to continue to expand their reach to marginalized populations in support of their equity goals and mission.



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Mend supports 8 different languages:

- Arabic
- Chinese
- English
- French
- Haitian Creole
- Nepali
- Portuguese
- Spanish

Mend also offers a built-in dialer to call translation services, scribes, other participants, or the patient in the event of a backup.

Epic Integration and Mend Workflows

Integrating **Mend** seamlessly into CHA's Epic provider workflow was essential to the implementation:



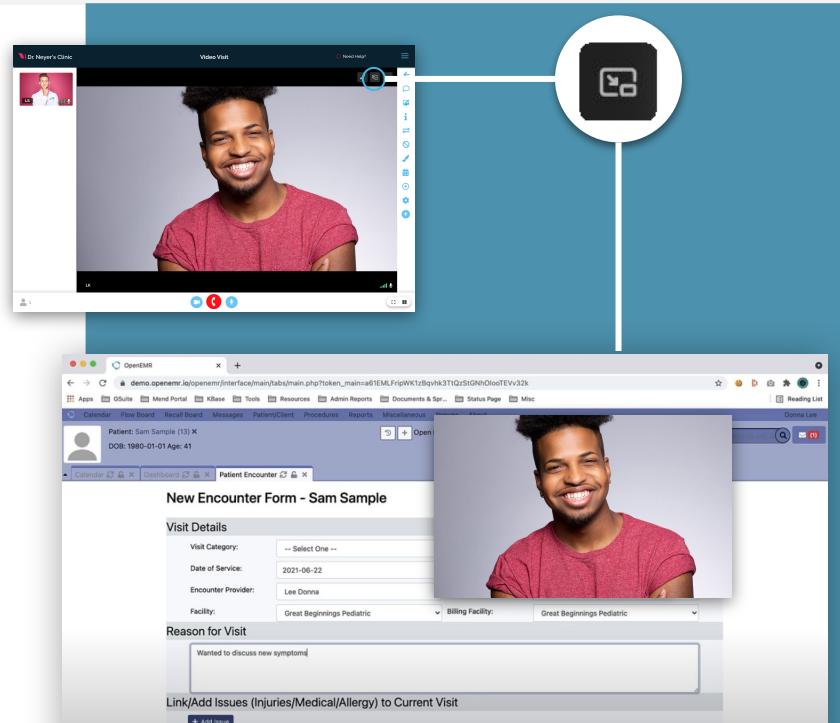
Single Sign-On (SSO)

Using SSO, providers are able to launch directly from the scheduled appointment in Epic into the Telehealth visit without navigating to any external portal or entering additional log-in details

Picture-in-Picture (PiP)

For CHA's onsite workflow, **Mend's** Picture-in-Picture feature allows the provider to float their video visit on top of their Epic chart so there is no disruption in care for charting

[Video Tutorial](#)



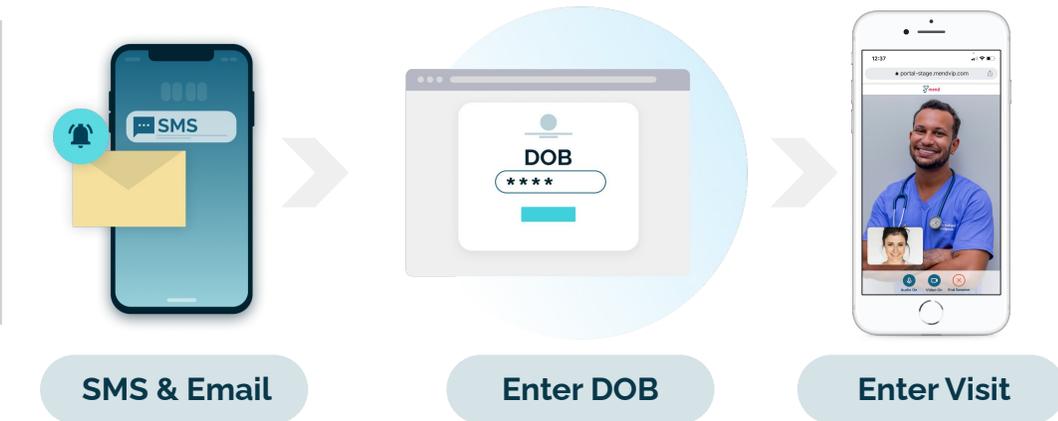
Manually resize the video feed to your liking.

Mend Partner CHA Integrating Epic into Mend to Streamline Provider Workflows

Epic Provider Workflow:



Patient Frictionless Workflow:



Summary:

After implementing Mend in 2021, Cambridge Healthcare Alliance has been able to integrate a HIPAA compliant telemedicine and patient engagement workflow into their on site and remote Epic workflows. While maintaining the organizational focus to increase access to care, CHA has been able to provide versatile telemedicine to marginalized populations within their community and beyond.



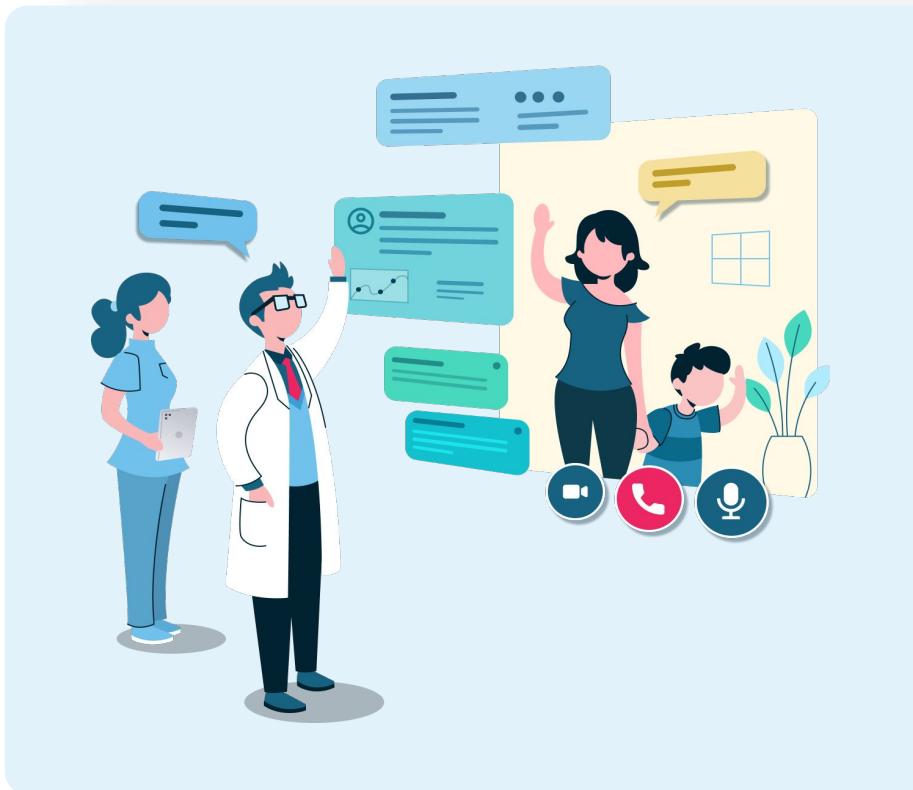
Brian Herrick, MD
Chief Information Officer

Integrating Mend's HIPAA compliant technology into our Epic workflow has helped CHA providers complete over **25 thousand telehealth appointments a month** without requiring any of our patients to log into a portal or download any software.

Highlights:

Mend accommodates existing Epic workflows creating a frictionless experience by enabling **SSO** and **Picture-in-Picture**, allowing providers to continue delivering high quality care **without leaving their EHR**

Increasing provider adoption has allowed CHA to engage in over **300K Telehealth visits annually** on the Mend platform



Text, Email, & Voice Notifications

Based on patient preferences and contact information, CHA can send notifications via email and/or mobile so that patients have multiple ways to connect.

When applicable, voice reminders can also be sent to patients who have landlines and may rely on technology outside of their homes to connect to appointments

[Video Tutorial](#)



Mend supports 8 different languages:

- Arabic
- Chinese
- English
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- Haitian Creole
- Nepali
- Portuguese
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Multilingual

Patient demographics and appointment schedules are automatically imported into **Mend**, allowing CHA to send patients Telehealth notifications in their most common preferred languages



Patient Nudge

With a single click, providers can resend notifications by phone, email, or both to nudge patients to join their Telehealth appointment

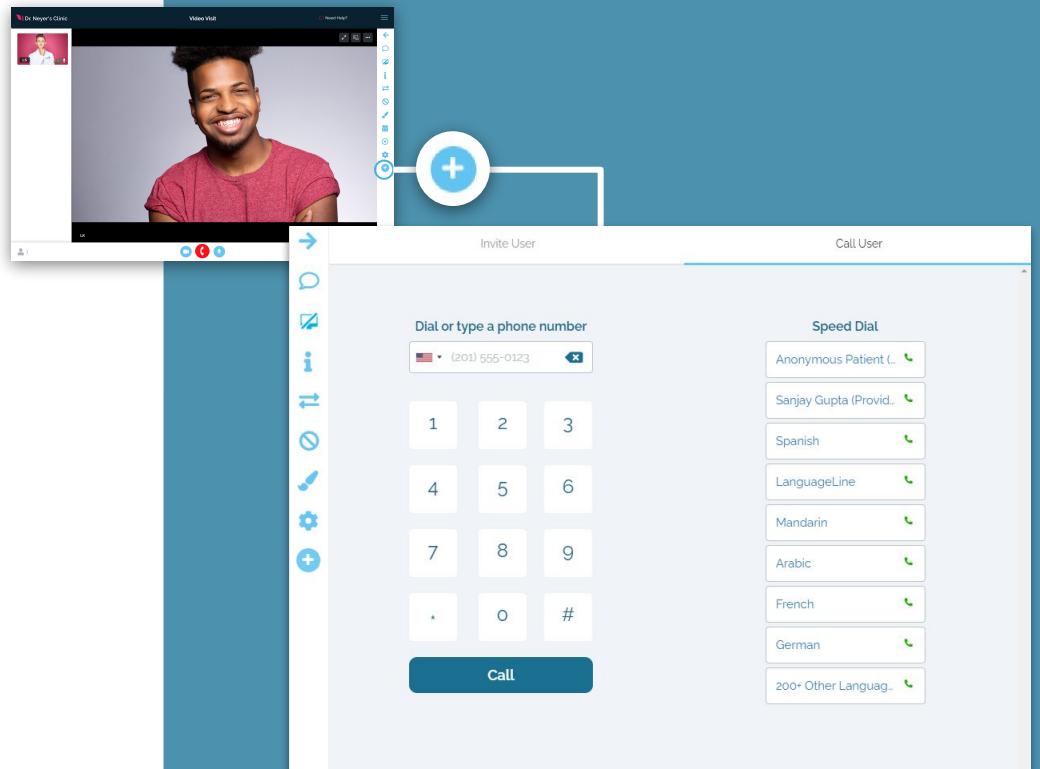


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On-Demand Translators

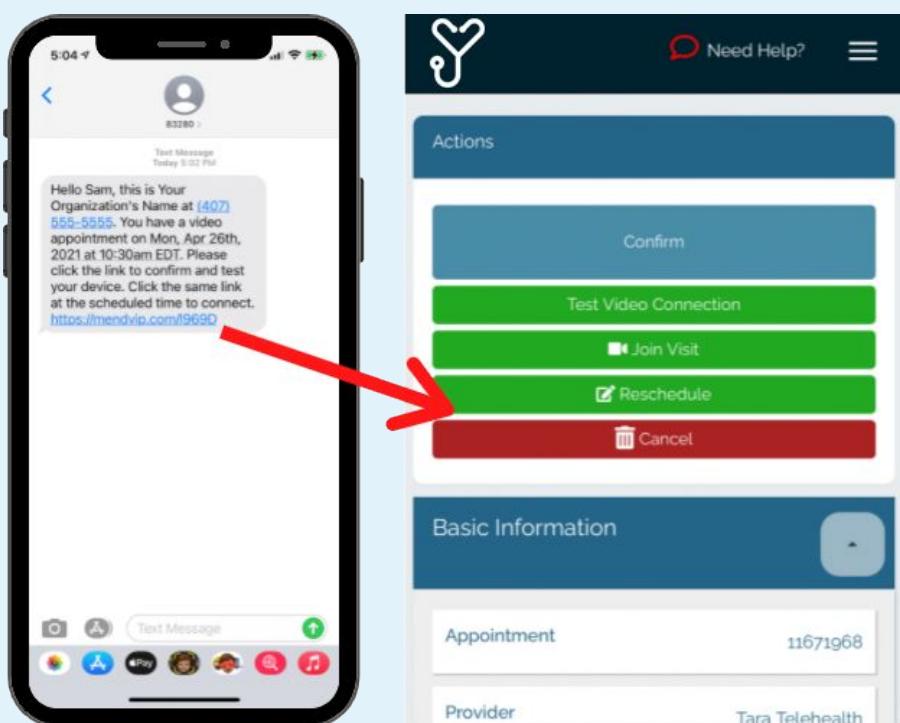
From within the video visit, providers are able to quickly bring translators into the appointment when needed, using **Mend**'s integrated dialer



Patient Self-Cancel

Patients are able to cancel appointments through CHA's custom notifications, and are provided a direct department contact phone number if they would like to reschedule

[Video Tutorial](#)



Patient Feedback

Anonymous patient feedback was gathered by Mend immediately after telehealth appointments for an 8-week period, during which CHA scored a patient satisfaction score of 4.6, significantly higher than the Mend platform wide patient satisfaction score of 4.45 over the same 8-week period. Adjusted to a 100-point scale, CHA's patient satisfaction scores at 92, 14.4 points higher than the national average of 77.6 provided by the [Healthcare Coalition](#).

With this level of care and attention to detail, it is not surprising that CHA is able to host over 5,000 Telehealth appointments on average per week on Mend's platform.

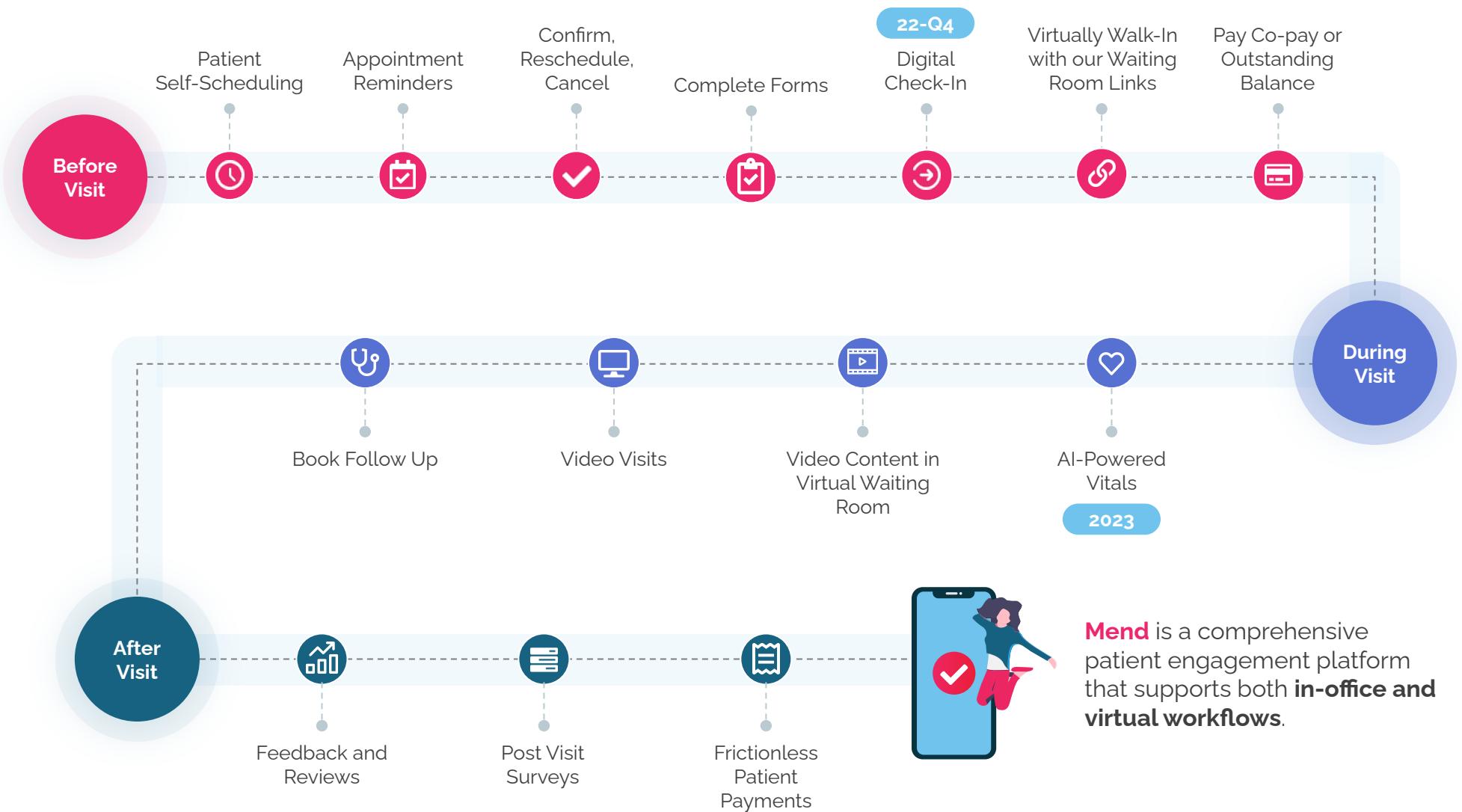
Conclusion

After implementing Mend in 2021, Cambridge Healthcare Alliance has been able to integrate a HIPAA compliant telemedicine and patient engagement workflow into their on-site and remote Epic workflows. While maintaining the organizational focus to increase access to care, CHA has been able to provide versatile telemedicine to marginalized populations within their community and beyond.



Mend Patient Journey

Comprehensive patient engagement platforms allow you to provide a digital experience throughout the virtual patient experience and can compliment in-person visits both before and after the appointment. From scheduling to follow ups post-visit, here is what a patient journey can look like on an affordable enterprise platform like **Mend**:



Schedule Demo

More Resources

Thank you

We're extremely grateful that you took the time to download and review our case study with CHA. We hope you found the information valuable and that you share it with others. If you have any questions or comments, please don't hesitate to reach out to me anytime. We would love to help you help more patients.

Thanks,



Matt McBride

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[Schedule Demo](#)

[More Resources](#)