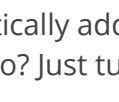


Integration with athenahealth made easy

Our digital patient scheduling platform quickly and painlessly integrates with athenahealth, setting the standard for urgent care patient flow and practice efficiency.

ER Express delivers

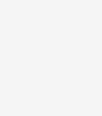


A turnkey solution

Seamless bi-directional integration with ER Express ensures that both walk-in and online check-in patients are automatically added to your schedule in athenahealth.

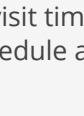
What do you need to do? Just turn it on. It's that simple.

- ✓ No IT involvement
- ✓ HIPAA compliant
- ✓ 100% API-driven
- ✓ Accurate patient match
- ✓ MDP partner since 2015
- ✓ Pre-vetted + pre-approved
- ✓ Available to all athenahealth customers
- ✓ 250,000+ patients go through ERx + athenahealth



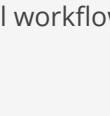
Patient acquisition

Attract patients online and increase your website's marketing potential.



Better patient experience

Automatically manage expectations, provide transparency, and offer patients visit times best for their schedule and yours.



Less work

Free up staff time as patients self-arrive in athenahealth when they sign in or book online. No additional workflow needed.

1

HOW IT WORKS

Enable your athenahealth schedule

- Set up appointment types

Not familiar with this feature? We'll walk you through it.

- Create schedule templates

Walk-in & Online time slots never overlap

2

HOW IT WORKS

Sync your schedule automatically

- We read your schedule template in athenahealth
- Patients see the estimated next treatment time in the order they arrive

All time slots reflect real-time census

3

HOW IT WORKS

Patient info autopopulates your athenahealth schedule

- Online & walk-in patients pre-arrive themselves
- We write their info into your athenahealth schedule

New patient records created automatically

Established patient match is automatic

Frequently asked questions

How do you match patients to know if they already exist?

We use athenahealth's enhanced patient match API. This API is what athenahealth makes available to all third party vendors for patient matching. It finds the right patient 90%+ of the time.

What changes, if any, will we need to make to our schedule template(s)?

1. Create a generic provider.
2. Designate (or create) an appointment type for walk-in patients and one for online patients.
3. Enable web-scheduling (an athenahealth setting that can be set at the appointment, department, or practice level).

How long does an implementation take?

We can typically get a customer live in 5-10 days.

What training does my staff need? Will you provide it?

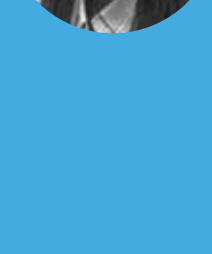
Your staff need virtually no training other than an explanation that we will now write patients into their calendar, and how to assign the rendering provider.

Yes, we will train your staff or do train-the-trainer sessions. They take about 5 minutes.

Will integration actually save my staff time?

If your staff already spends time setting up new patients records manually, searching for existing patient records, or answering the question 'how long is the wait?', then yes, integration with ER Express likely will save your staff time through automation.

Let's say it takes your staff 2 minutes on average per patient to do the tasks above. 100 patients per day x 2 minutes = 3 hours of time that your staff could save not having to do these things anymore because of ER Express integration.

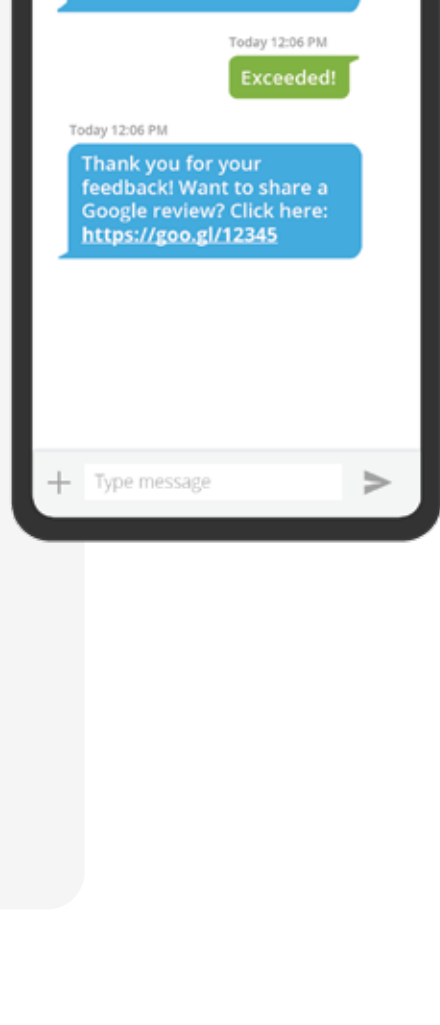


"ER Express is by far our best vendor out of all the [EMR] partners...they contribute to our overall success not only because of their athena integration, but also and more importantly, because of the attention and response they have consistently provided over the past 4-5 years..."

Nigel Jude | IT Director
CareWell Urgent Care

Features of integration

- ✓ **Live in one system**
No going back & forth from one platform to another. ER Express seamlessly syncs with athenahealth.
- ✓ **Reduced manual entry**
Save your staff time with patient self-arrival options.
- ✓ **Wait time transparency**
Keep patients in the loop via lobby display board and automated text updates.
- ✓ **Reputation management**
Send an automated text survey that links to Google reviews for the most positive feedback.
- ✓ **Complimentary marketing support**
We work with you to reach, attract, & educate patients via on-brand marketing initiatives.



What next?

It's simple. Here's how to get started:

- 1 Fill out and submit the Authorization & Consent form (your ER Express rep will provide the link).
- 2 We'll provide a ~30 minute walk-through via screenshare of how to get set up.

- Continual support
- Continual upgrades
- Max 5 day set-up to go-live