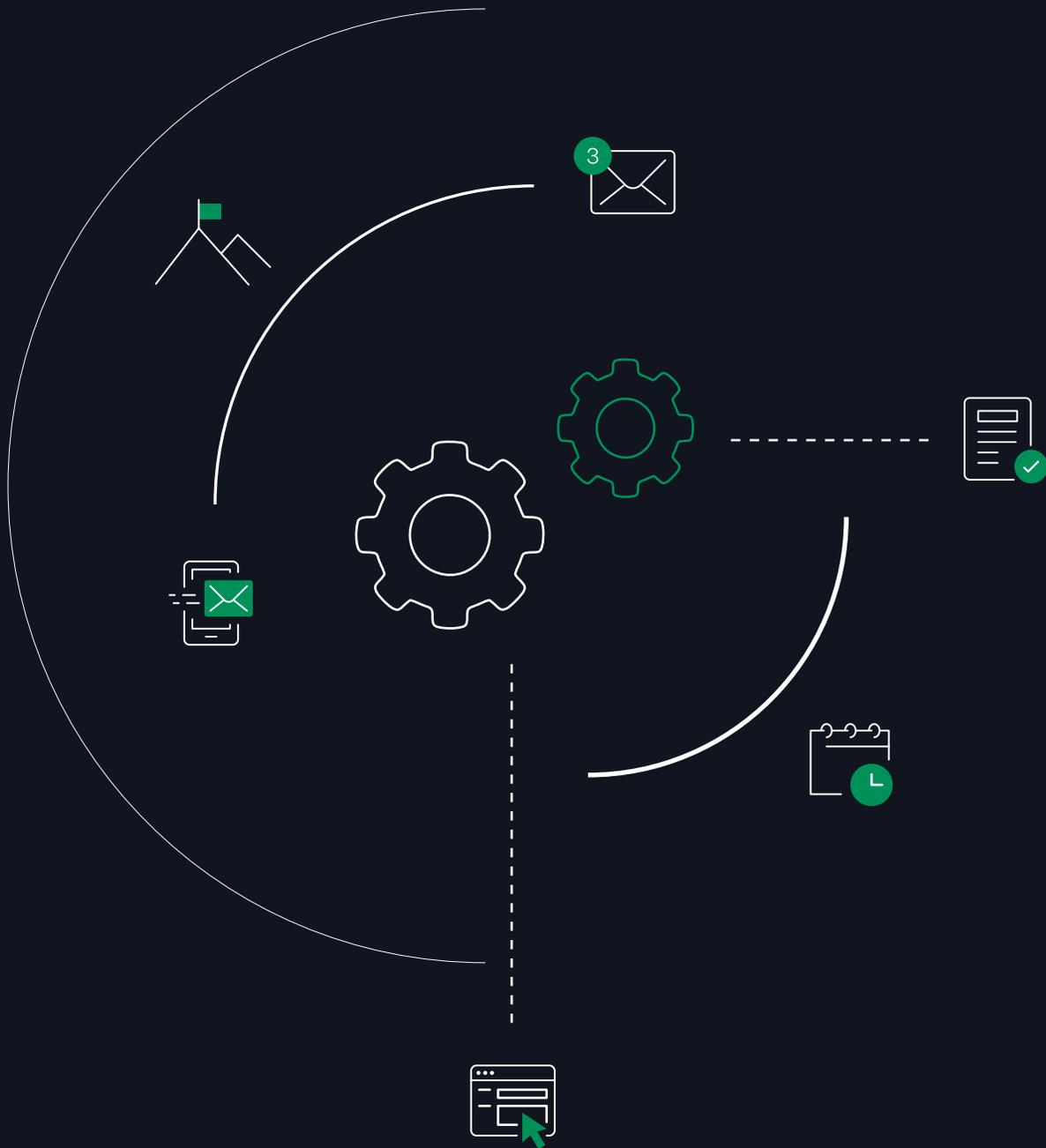# Types of Automation Workflows

welkin

The way to better patient engagement

Build unique processes and escalations based on outcomes or conditions. Welkin supports efficiency by intelligently helping you move patients through their care plan. Lessen task burden and allow your team to do what they do best – care.

What can Welkin automate?

Assessments
Schedule or trigger intake forms, periodic check-ins, and patient feedback forms.

Example A

1. Patient submits assessment

2. Task created to schedule follow-up appointment

3. Task assigned to all members of care team

Example B

1. Patient is added to Welkin

2. Patient automatically is sent baseline assessment

3. Upon completion, 30, 60, and 90 day assessments scheduled

Phases
Graduate patients from one phase of their care journey to the next by defining specific patient criteria.

Example A

1. Patient reports range of motion

2. Benchmark reached, patient progresses to next treatment phase

3. Patient receives email notifying them of their success and next steps

Example B

1. Patient completes 10 workouts in low back MSK program

2. Patient graduates to next treatment phase

3. Task generated to schedule progress check-in

Escalations

Create escalation pathways for events that need monitoring including adverse events, out of range results, specific patient responses, or lack of engagement.

Example A

1. Patient answers assessment question with answer "I have little or no interest or pleasure in doing things"

2. SMS triggered to care team that an escalation path is urgently needed

3. Task generated to check in with patient immediately

Example B

1. Patient completes scored assessment

2. Score is outside of expected threshold

3. Email triggered to patient to schedule a check-in call linking to care team member's calendar availability

Communications

Automate an email or SMS to your patient based off of an action or inaction, upcoming or missed appointments.

Example A

1. Patient reports low a1c reading

2. Threshold triggered

3. Motivational SMS triggered to patient to keep up the good work

Example B

1. Patient reports weigh-in data

2. Threshold has been reached for milestone weight loss goal

3. Patient graduates from intensive exercise phase to maintenance phase

4. Email triggers to patient to schedule check-in appointment

Notifications

Automate internal alerts, or trigger email or SMS to care team members based off of an action or inaction, upcoming or missed appointments.

Example A

1. Patient sent daily assessment for blood pressure reporting

2. Patient reports out of range result for blood pressure reading

3. Notification sent to care team member to check-in with patient

Example B

1. Patient missed appointment

2. Task created in Welkin to schedule new appointment

3. Care team member notified via SMS

Calendar

Automate regularly scheduled check-ins, appointments, and reminders.

Example A

1. First check-in is scheduled with patient

2. Patient sent email reminder one week before appointment

3. Patient sent email reminder two days before appointment

Example B

1. Schedule weekly recurring session for at specific day and time

2. Set criteria: only generate meeting invite if specific criteria is met

3. Alert patient each week of weekly session if needed

Campaigns

Create email campaigns to nurture patients or pre-patients by building lists within Welkin.

Example A

1. Pre-patient population loaded in Welkin via API

2. Pre-patients entered into 3 series educational email campaign

3. Person sent information about medical device every 6 days

Example B

1. High-risk patient population identified

2. Patients entered into 5 series motivational email campaign

3. Person sent email with motivational reminders every 3 days

Let's Create Amazing Patient Experiences Together

Why Welkin?

Team-First Care Delivery

Are you able to deliver the right care at the right time?

Intelligent Workflows

How easily can your care team adjust to patient needs?

Codeless Program Design

Can your clinicians effectively design and implement new programs?

Centralized Conversations

Are you making communication simple for your patients?

Integrations

Can you create a unique environment that works with your existing and future systems?

Secure Platform

Are you compliant with healthcare security standards?

Learn more about us at **welkinhealth.com**