



Lunch & Learn

# Pediatric Solutions for a Less Hectic Flu Season



# Your Presenter



**Rebecca Schaad**  
RemedyConnect  
Account Manager

Rebecca has been working with Pediatric and Family practices since 2007.

She is passionate about helping providers and practices reach their communities with relevant information to support children & families.



# What You'll Learn Today



## How to ...

- Use a 24/7 pediatric answering service to handle overflow & after-hours calls, directing them to the appropriate team member, freeing up your staff to focus on patient care.
- See patients, prescribe meds, & stop germs from spreading in your office from anywhere you (and your patients) are.
- Leverage your website to provide parents with clear dosing information & educational resources so they can manage their child's symptoms at home.
- Use website alerts to keep families informed about flu outbreaks, vaccine availability, & other important updates.

# Polling Question #1

**Have you called your office during office hours & after hours to follow your phone tree options?**

- a. Yes
- b. No

# Daytime Hours Solutions

Who answers your phones represents your brand



## Top 3 - 5 Calls

- Front Desk - Great resource
- Top Questions - Answers on Website
- Self - Serve Options



## Phone Tree - Test

- Listen to your own message & work through your phone tree.
- Train your families to use resources effectively
- Overflow calls?



## Appointments

- Ease of use - scheduling
- Forward certain calls to the answering service
- Hold message/music - optimize

# After Hours Solutions

Who answers your phones represents your brand



## Free Advice?

Pediatricians give out free advice when it is a **billable** encounter. Turn one after hours call into a telehealth visit a night and gain \$30 - \$40k a year!



## Phone Tree - Test

- How do you direct your parents & patients?
- What is suitable to wait for "normal office hours"?



## After Hours Options

We offer live agent & digital options for parents & patients to reach out to the on call provider or your triage service.

## Polling Question #2

Have you or your providers turned an after hours call into a telehealth visit?

- a. Yes
- b. No

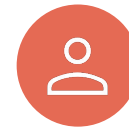
# Telehealth Solutions



Meet patients where they are at & increase revenue with billable encounters. Near the end of the pandemic, Mental Health was the most common telehealth visit.



Weight  
Management



Mental Health  
Consults



Upper Respiratory  
Infections &  
Pink Eye

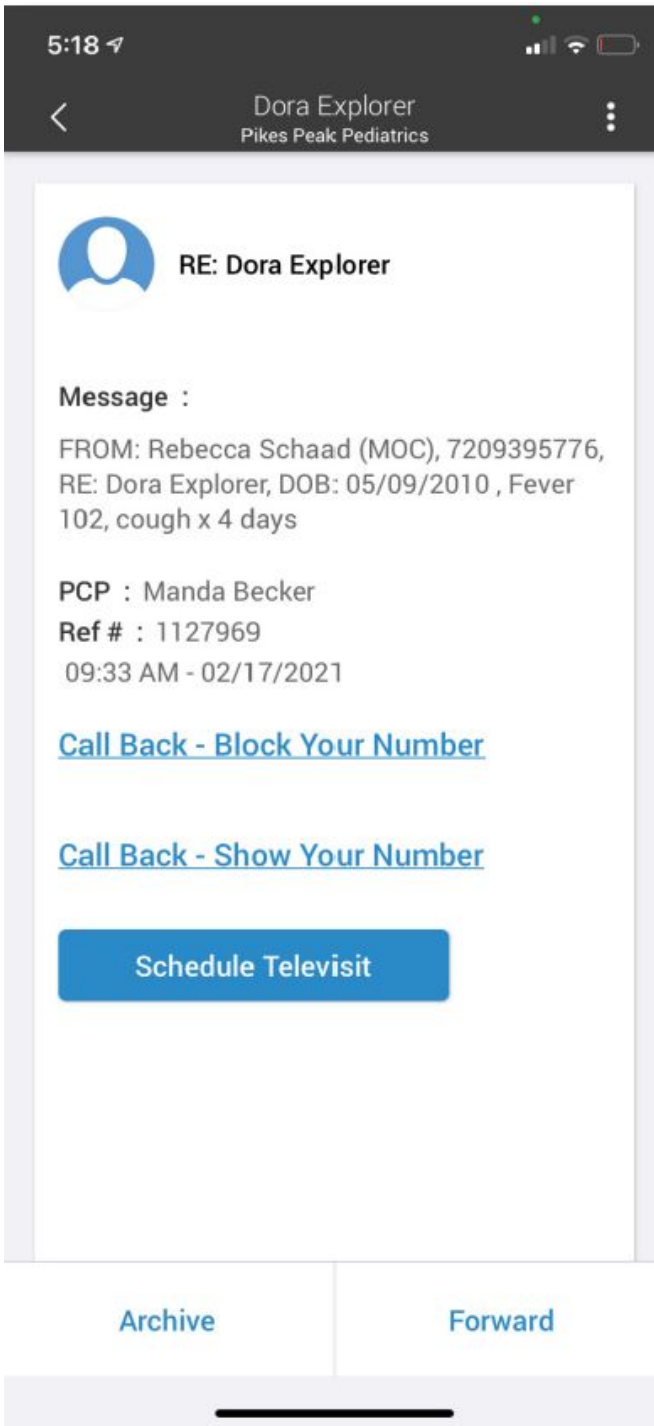


# Telehealth or Patient Call



## Secure Mobile App is HIPAA Compliant

- Call Patient back with one click - block number
- Forward Message to different provider
- Schedule Telehealth visit
  - Start Now
  - Schedule Later



## Polling Question #3

Can you update your website - add alerts, change your content on the fly?

- a. Yes
- b. No

# Website Resources



## What resources do you direct families to?

- Key - stay on your website
- Trusted medical content
  - AAP
  - Dr. Barton Schmitt
  - CDC
  - NIH

Medical Library

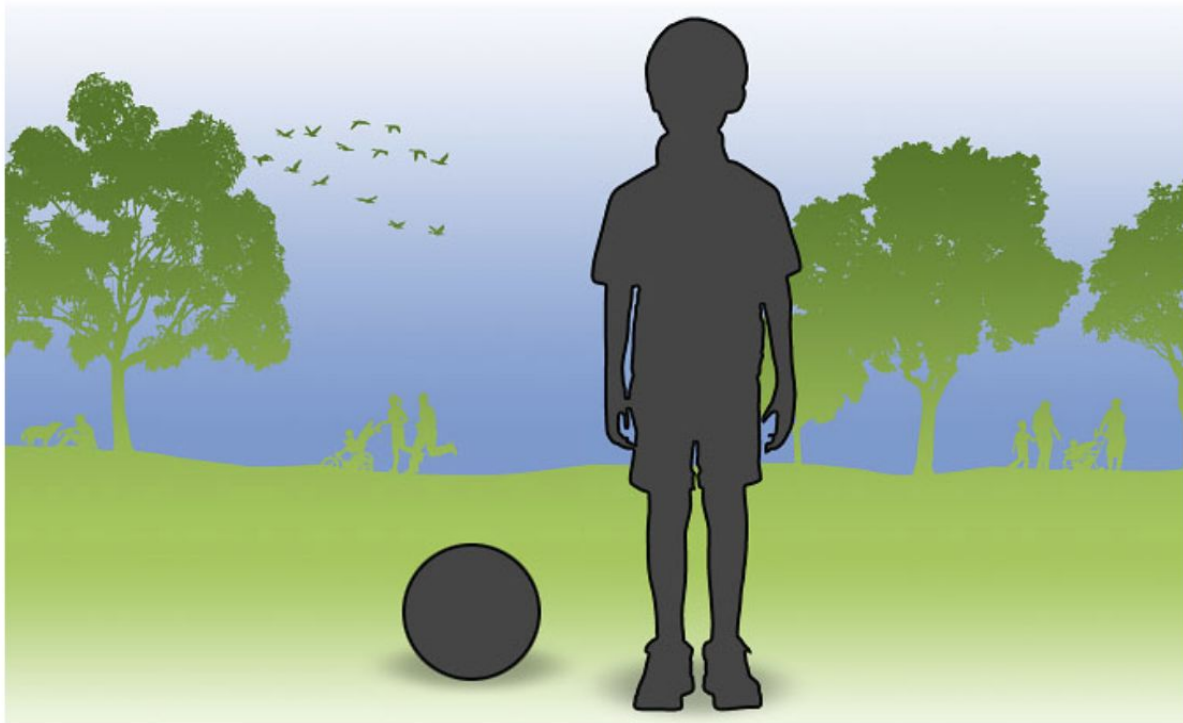
[Resources](#) > [Medical Library](#)

BEHAVIOR	BREASTFEEDING	EMERGENCIES
GROWTH & DEVELOPMENT	IMMUNIZATIONS	MEDICAL CONDITIONS
MEDICINE DOSAGES	MENTAL HEALTH	NEWBORNS
NUTRITION	PARENTING TIPS	SAFETY
SPECIAL NEEDS	SPORTS & EXERCISE	TEENS

# Is Your Child Sick?

## Symptom Checker

Click on the part of the body of your child's symptoms to find out more.



### Illnesses and Symptoms

Find out more about your child's symptoms or illness.

Illnesses and Symptoms...



### Medicine Dosages

Find common dosages for your child's weight and age.

Medicine Dosages...



### What's Going Around?

We are currently seeing...

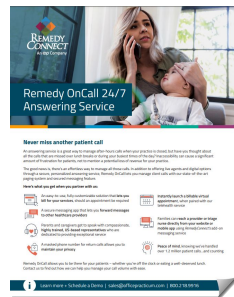




## **Audience Q&A**

**Drop your questions into the Questions box  
of your GoTo Webinar panel.**

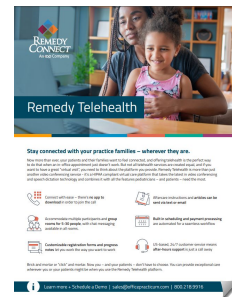
## Solution Highlight Sheets



[24/7 Answering Service](#)

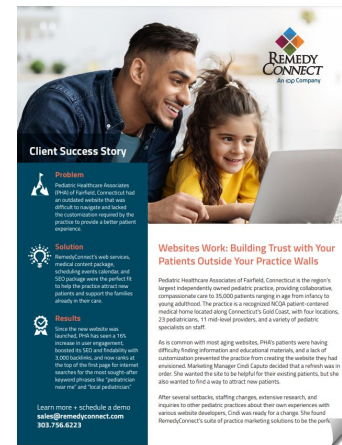


[Custom Website and Web Services](#)



[Telehealth Solution](#)

## Client Success Story



[Websites Work: Building Trust with Your Patients Outside Your Practice Walls](#)

## Blog Posts



[Reimagining Pediatric Care with Telehealth](#)



[Unlocking the Full Potential of a Pediatric Answering Service](#)

## On-Demand Videos



[Managing Patient Calls with Ease Using a 24/7 Answering Service](#)



[Expanding Care Outside Your Practice Walls with Telehealth Services](#)