CORTICO
Health Technologies

Kensington
medical clinic

Presentation Starting Soon

10:30 AM PST | 18 June 2023

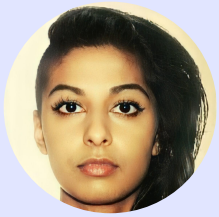
OSCAR - Tips and Tricks from a decade of learning

Welcome OSCARCON '23 Attendees!

Introduction & Disclosure

Jordan O'Reilly
Clinic Manager, Kensington

- Manages a 26 physician multi-specialty and walk-in clinic as an OSCAR power user for 10 years
- Was involved in creating OSCAR customizations (including Cortico!)



Ashley Rahiman
Healthcare Leader

- Development and operations for 36 Clinics
- Disclosure: Solutions Executive @ Cortico

Matthew Senior
Cortico Engineer

- Helps clinics get the most out of OSCAR and Cortico
- OSCAR data analysis

Overview

Agenda

10:30 - 11:00 am

Introductions *(2 min)*

OSCAR Tips *(15 min)*
Schedule template setting
eChart search
Ticklers
eDocs

Cortico Plug-in Demo *(5 min)*
Instant SMS & email
Secure file sharing
Pharmacy Sync
Eligibility Checker

Q&A *(5 min)*

Timeline

2013

KMC live with OSCAR

2015

Online booking pilot project for KMC

2020

COVID-19 pandemic. Cortico became available to other clinics

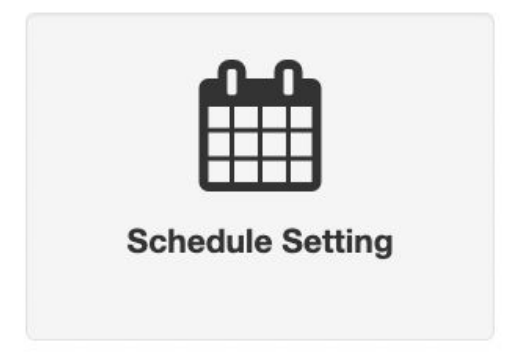
2021

Browser extension created

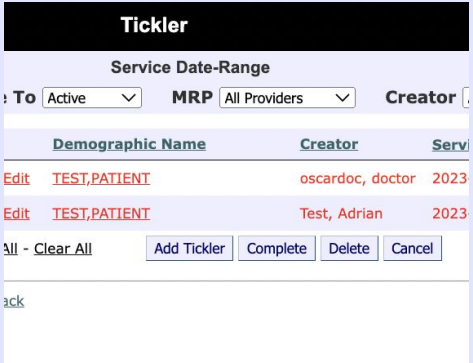
2023

Now used by over 2000+ healthcare professionals and 1m+ patients

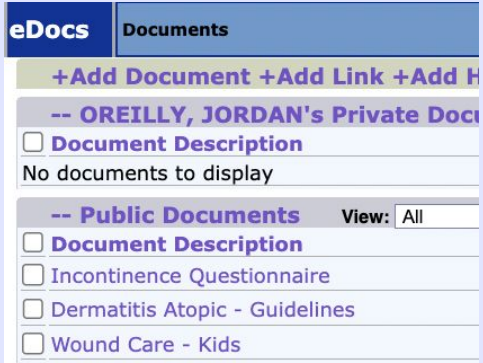
What We Use at Kensington



1. Schedule Management



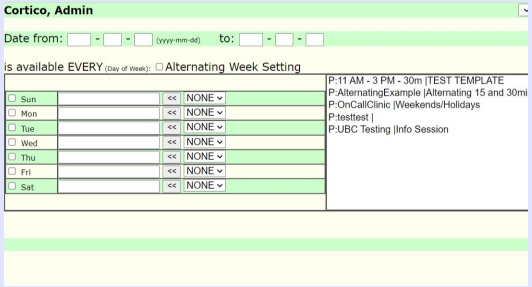
2. Ticklers



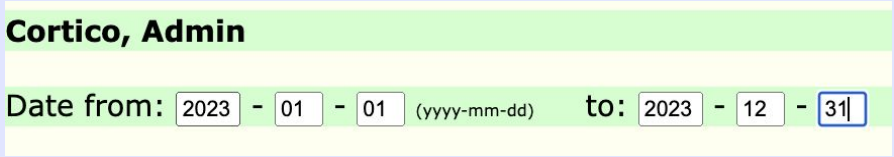
3. eDocs

OSCAR Schedule Setting

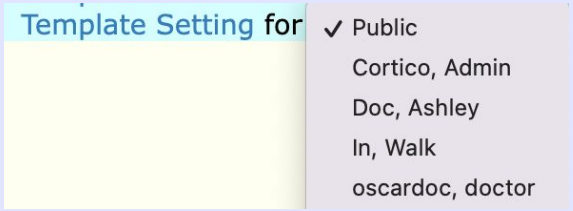
Tutorial on template setting: https://www.youtube.com/watch?v=8PHXwM1Jauw



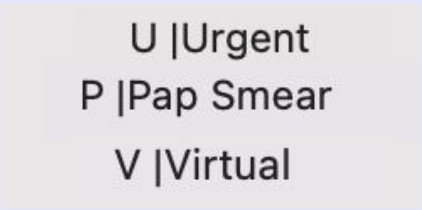
1. Schedule template setting



2. Set a year in advance

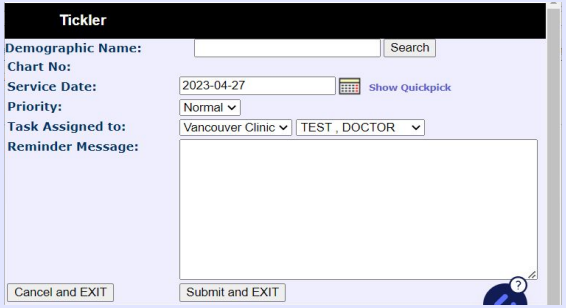


3. Create Private rather than Public templates

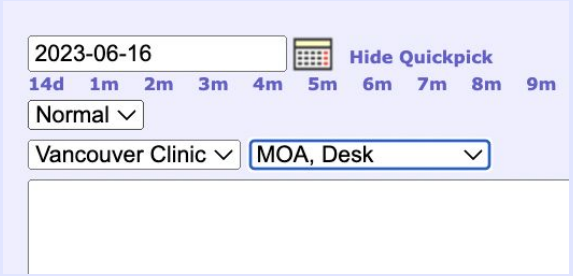


4. Use informative template codes

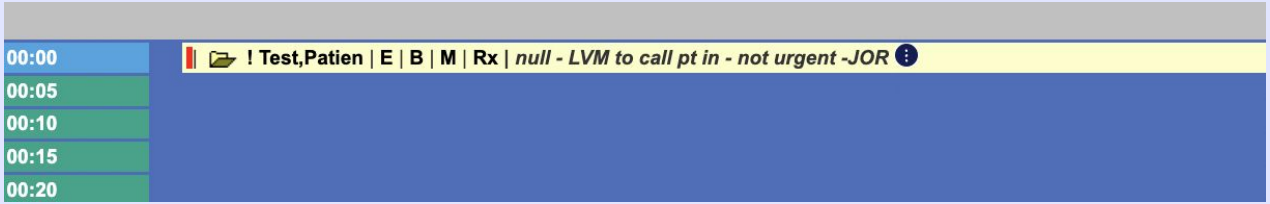
OSCAR Ticklers



1. Shared MOA Desk Account



2. Postdate your ticklers



3. Where to log ticklers?

OSCAR Edocs

1. Patient handouts

2. Personal handouts

Customizing OSCAR: How KMC Invented Cortico

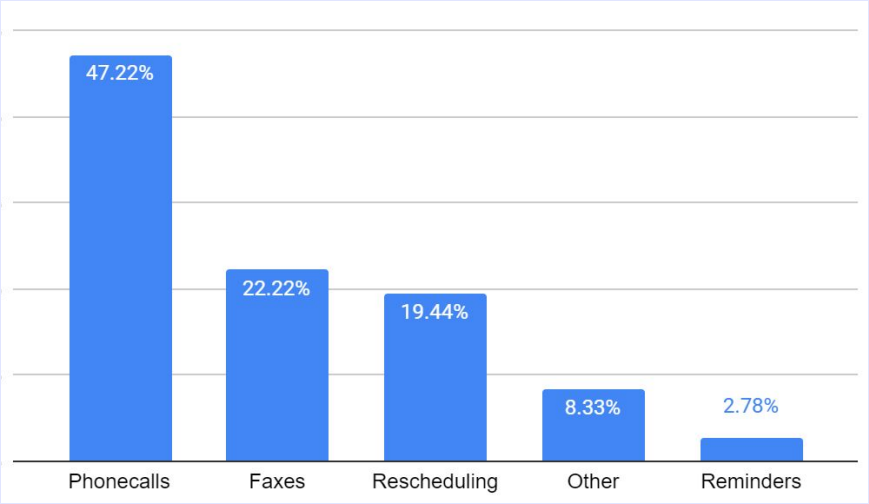
- 2015: 800 phone calls/day
- Couldn’t find an online booking that worked for us, so we built our own

  (now known as Cortico)
- Started looking at additional OSCAR enhancements

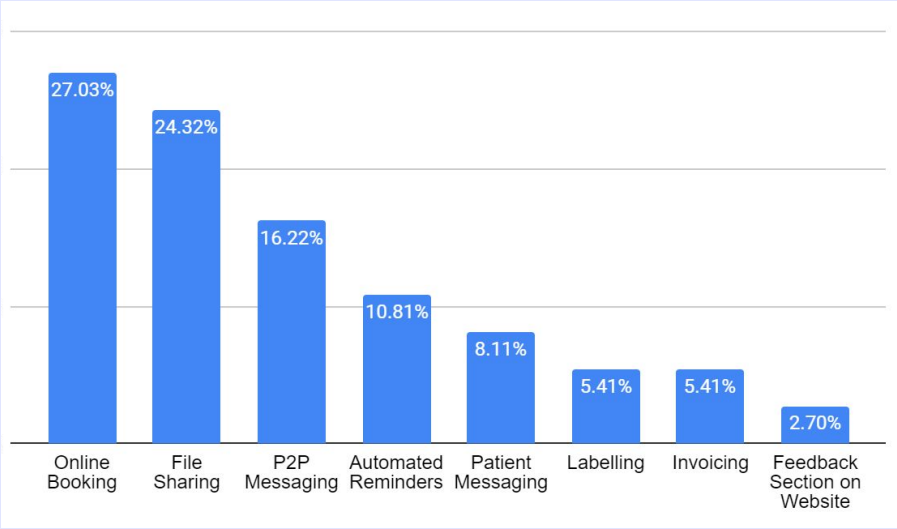
Data & Stats

Based on Oscar Respondents

Most Tedious Tasks at Oscar Clinics



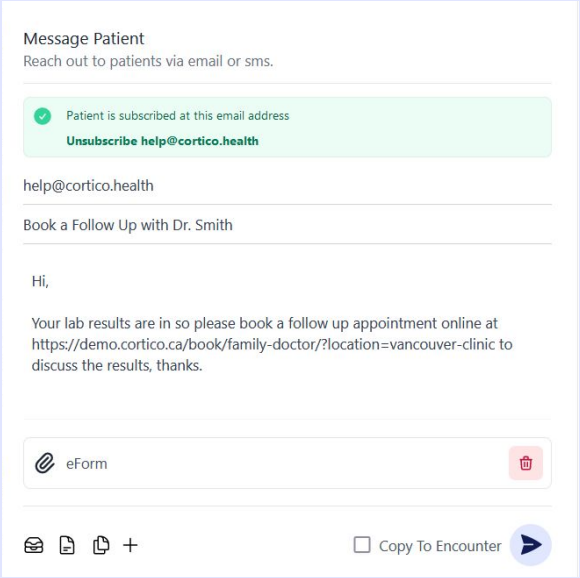
Most Desired Changes at Oscar Clinics



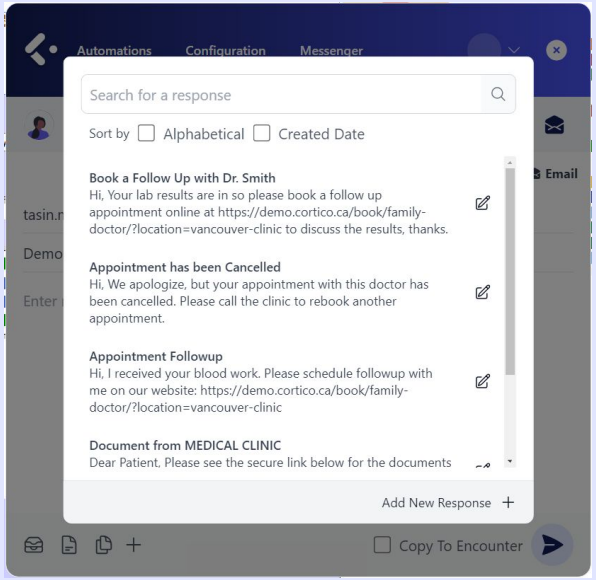
Cortico's Features

- Online Booking
- Telehealth
- Email/Calendar Reminder
- SMS Reminders
- Patient messaging / files
- Preferred Pharmacy Management
- Specialist Booking
- Intake Forms
- Oscar E-form Support
- Mass Email To Patients
- White Label Customization
- Clinic Website
- Advanced Configurations
- Medical Kiosk
- Private Payments
- Bulk eligibility check
- and more!

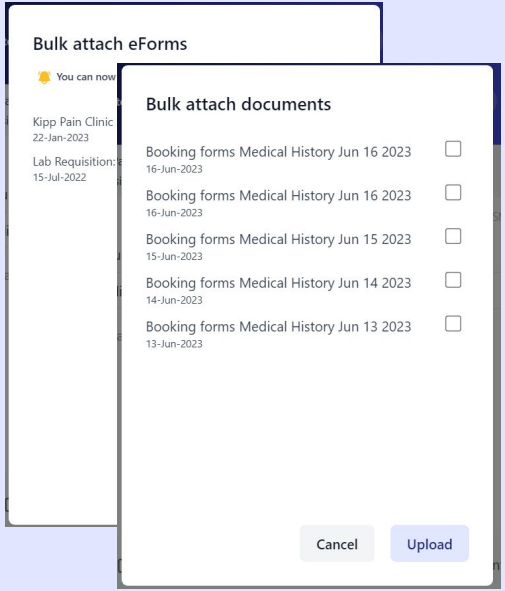
Secure Messaging & File Sharing



Sending Messages

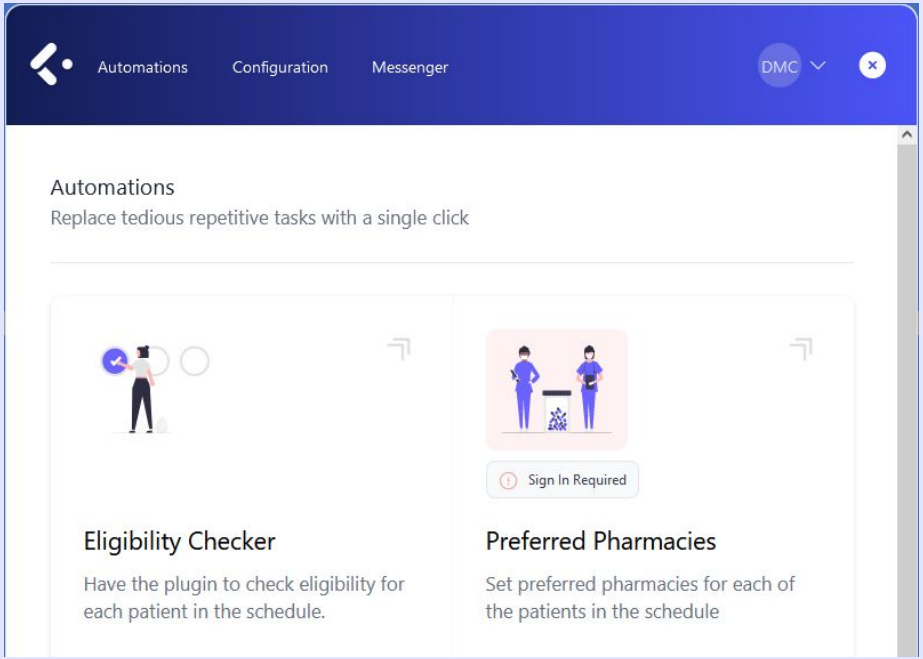


Canned Responses



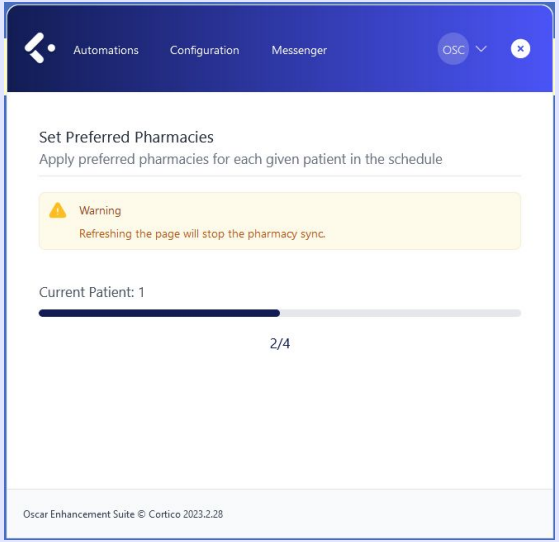
Attaching Documents, eForms, Lab Results

Mass Eligibility Check



- Check all patient's eligibility on the schedule with one click
- Flags private patients to staff's attention

Sync Preferred Pharmacy



- Allows patients to specify their pharmacy of choice
- Saves doctors the time of looking up pharmacy details

Additional Resources + Q&A

- ashley.rah@cortico.health
- 778-772-8729
- http://cortico.health
- oscarbc.ca/resources

★★★★★

“Cortico has been a great addition to our clinic and has helped reduce phone calls to the front desk. Patients enjoy the self-booking feature and how user friendly it is – they don’t need to create an account or remember a password.”

-Lead MOA at a clinic using Accuro

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Health Technologies

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Thank You for Joining us Today!