

# Enterprise Text

It's no secret that text messaging is swiftly taking over as the preferred method of communication for the 192 million U.S. adults who own smartphones. So why are healthcare organizations so slow to leverage the power of text for better patient engagement?

## Text Messaging Solution for Patient Engagement

Mutare's Enterprise Text (eText) is a powerful new text message platform that enables individuals within healthcare organizations to engage in two-way text conversations with patients from their PC or mobile device without risk of HIPAA or other regulatory breaches.

Conversations may be initiated by patients reaching out to the organization through any eText-enabled number, or by clinicians or staff reaching out to the patient through the application's web or mobile interface. Should the conversation include personal health information, the staff member can pivot the text to "secure messaging"

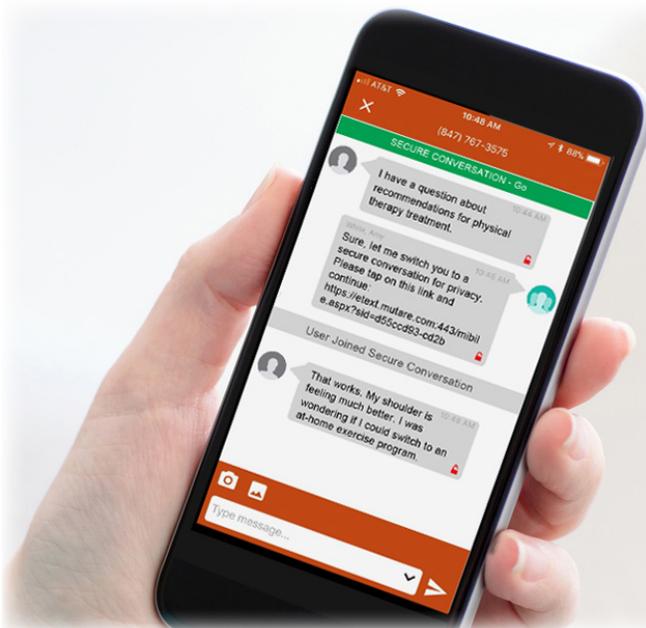
mode and continue, knowing the information exchange is protected.

### Features, Benefits

- Simple mobile and web interface supports text engagement from any browser or mobile device.
- Can be applied to existing numbers within the organization or assigned to a text-only line if required.
- Records a full audit trail of conversations for regulatory compliance.
- Complements the organization's Patient Portal strategy through EMR integration.
- Supports text conversations on personal devices while protecting personal phone numbers.
- Adapts to changing organizational needs through simple assignment/re-assignment of eText-enabled numbers to available staff resources.

### Ideal for:

- Post-discharge follow-up
- Scheduling requests
- Patient concierge services
- Social services
- Patient advocacy services
- Patient referral services
- Home healthcare/physical therapy
- Department-specific patient engagement



### About Mutare Health

Mutare Health is connecting people and health information in meaningful ways that improve the quality of care. By providing hospitals, physicians groups, and care providers with the communications technology needed for stronger care team collaboration, Mutare Health is helping to build a better Healthcare experience for patients and professionals.

### Connect to Collaborate



(847) 496-9000



info@mutarehealth.com



www.mutarehealth.com