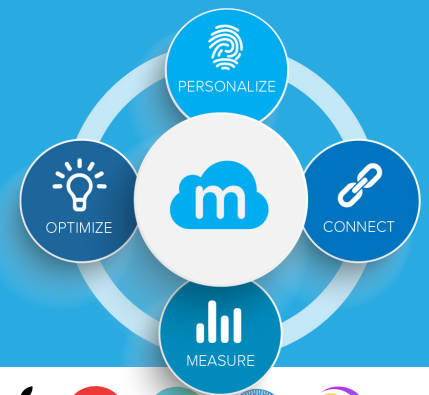


MOZZAZ SECURE MESSAGING

Deeply integrated clinical systems are the future of healthcare, allowing for seamless clinician and patient experiences. With Mozzaz's Epic-Integrated Secure Messaging, HIPAA secure chat messages can now be managed between clinical care teams and patients directly from the EHR.



The Solution

With **Epic-Integrated Secure Messaging**, care teams can now send & receive chat messages directly from Epic.

- The Epic InBasket is updated with the chat message between the patient & care team
- Complete message details including date & timestamps are saved under the patient's record for billing & audit reviews
- The patient's chart in Epic is updated with the messages for a complete audit trail
- Patients can use the secure messaging feature via a mobile app or web app
- Messages can be automatically routed to different folders based on workflow rules
- Patients & clinicians will receive notifications when new messages are received
- The chat window is embedded within Epic for a seamless clinician experience
- End-to-end messaging encryption

Why Secure Messaging?

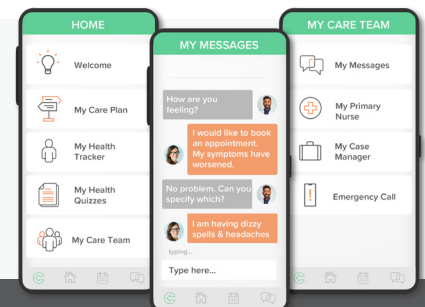
Like most clinical technology, secure messaging has become more popular as patient demand has increased. In fact, chat messaging has a **98% open rate**, significantly better than that of email. Most of today's patients find chat messaging to be **the most convenient way to keep in touch with their care teams**. The level of interoperability achieved by Mozzaz allows clients to provide patients with this technology, without creating additional work for the clinicians.

Benefits

- Patients receive convenient access to their care team members from anywhere
- Eliminate the need for disparate systems by managing messages via Epic InBasket
- The patient's chart is automatically updated for billing & clinical reviews
- Automated In Basket folder routing based on workflow rules

Outcomes

- Increased patient engagement rates
- Increased response rates between care team & patients
- Increased patient satisfaction scores billing & clinical reviews



Mozzaz's **Epic-Integrated Secure Messaging** gives your patients more convenient access to care without creating additional systems or work for the care teams that support them. Contact us at sales@mozzaz.com to learn how secure messaging can support you in achieving better patient outcomes and higher quality of care. Let's get started!