



From the desk of Karen Walters, D.C.

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July 1, 2020

Mobile Check-In

Later in 2020, we expect to release a new mobile app for your patients. This app:

- will be free to all clients with current subscriptions.
- will work with any [current] version of ECLIPSE.
- will run on iPhones & Android phones & be directly downloadable from both the Apple & Google stores.
- replaces the existing KIOSK application that runs on your network for subjective symptoms.
- will deliver data directly from your patient's cell phone to the KIOSK tab in your ECLIPSE system so you can choose import options.
- can be triggered by you when (or before) the patient visits the office.
- will optionally — as determined by you — remember a patient's responses from their prior visit.

The screenshot shows a mobile app interface for a 'Neck Pain' form. The form is titled '9. Tell us more about:' and includes several checkboxes for symptoms: 'Decreased Motion', 'Muscle Spasms' (checked), 'Pain with Movement', 'Radiating Pain', and 'Swelling'. Below these, it asks 'Are you experiencing muscle spasms?' with options 'I'm not experiencing spasms' and 'Back of the neck' (checked). There are also buttons for 'Left', 'Right', and 'Both'. At the bottom, there is a '10. Please provide any additional information not included in the questions?' section with a text input field and 'Submit' and 'Cancel' buttons.

Keep in mind that mobile phone technology is a great replacement for shared tablets & other devices as we all deal with COVID-19.

Surveys

We're eager to ensure that your interactions with us are positive. To better ensure that we meet our goals, we are sending automated surveys after calls. This provides an opportunity for you to let us know if things weren't as terrific as we'd hoped. Your responses reach multiple department heads in different states.

Please remember, we can't attempt to resolve a problem unless you communicate with us about your experience. The sole purpose of this feedback is to allow us to better help you when a problem occurs.

On-Site Training

We will soon resume on-site training in Florida. We have upgraded all HVAC systems in our building with APCO-X UV technology & have added a portable four-stage HEPA based air purifier to the conference room. Hand sanitizer is available throughout our location. Currently, EES employees on-site are encouraged to wear face masks in accordance with CDC guidelines. For the safety of our employees, we encourage you to wear a mask when you are in our building.

Sincerely,

Karen Walters, D.C.

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