

2020 Packages

ZIPNØSIS

ESSENTIALS

DIGITAL FRONT DOOR® (PROFESSIONAL)

The Essentials package has everything you need to get your virtual care strategy off the ground.

The Digital Front Door package includes the Essentials package, plus advanced customization and integration features.

Platform

- WCAG 2.1 AA Compliance
- Security (MITRUST CSR)

ZipCare
Patient Access and Care

- Protocols**
- Urgent Care Protocol Suite
- Modality**
- Intelligent Interview
 - Quick Start Visits
 - Phone (Direct and Step-Up)
 - Video (Direct and Step-Up)
 - Chat (Direct and Step-Up)
- Diagnostic Capabilities**
- OpenRX / OpenDX Synchronous
 - Prescription Formulary / Benefit Information
 - Prescription/Prescription Fulfillment
 - Patient Entered Medication History
 - Patient Entered Allergy List
 - Drug/Drug Interaction Checking
 - Drug/Allergy Interaction Checking
 - Provider-Indicated Step Up
 - Patient Medication and Allergy History

- Modality**
- Multi-Party Video
 - Symptom Check Mapping (GYANT)†
 - Outpatient Video Visits*

- Diagnostic Capabilities**
- Provider Documentation & Patient Education Templates
 - OpenRX / OpenDX Asynchronous
 - Medication List from EMR (FHIR)†
 - Allergy List from EMR (FHIR)†

Lab Tests

- ZipTicket
- Flu
- Strep
- STI
- COVID-19 test
- COVID-19 antibody

ZipGroups
Accounts Receivable

- Population Management**
- Defined employee Zipgroup

- Real-Time Eligibility & Claims Enablement**
- Real-Time Eligibility checking through PokitDok
 - Payers†
 - Dynamic Pricing†
 - Claims - Data Export*
 - Claims Submissions via EDI†
 - Claims - DFT (HL7)†

Integration

- SFTP Reports (Visit data)
- Basic HL7 integration (transcriptions/encounter data submission)*

- Custom EMR Integration***
- SSO - Patient SMART on FHIR
 - SSO - Provider SMART on FHIR
 - SSO - Patient SAMH
 - Advanced HL7 Integration (Charges, EMPI)
 - Custom HL7 Integration (ZipTicket, ZipPlus workflows, etc.)
 - HL7 Single Unidirectional Interface
 - Integration with Zipnosis API (JWE SSO Required)
 - Custom / Proprietary Health System API Integration

Service Line Expansion

- Behavioral Health (two standard protocols)
- Surgical Care*
- Custom Service Lines* (the Zipnosis platform is highly flexible and can be customized to meet your unique strategy)

Implementation & Customer Experience

- Initial Implementation**
- 45-60 Day Implementation
 - Implementation Support
 - Virtual Provider training

- Technical Support**
- Direct via ZenDesk

- Optimization**
- Shared Zipnosis Success Team

- Customer Growth Management**
- Roadmap Planning
 - Marketing Templates
 - Annual Strategy Session
 - Customer Summit

- Reporting & Analytics**
- Quarterly reports
 - Dashboards

- Initial Implementation**
- 60-90 Day Implementation
 - On Site Provider Training

- Optimization**
- Dedicated Zipnosis Success Team

- Customer Growth Management**
- Quarterly Wellness and Strategy Session
 - Quarterly Virtual Care Steering Committee Meetings
 - Monthly Utilization Report Meeting