



www.healthvana.com

Healthvana is a patient-engagement platform for sexual health clinics. Focused on delivering real-time lab results and care instructions to patients, their service replaces the traditional “wait 7-10 days and call us” model of healthcare that keeps patients in limbo for weeks. This new model results in a superior patient experience, more efficient clinical operations, and a reduction in patients who “fall through the cracks” by never receiving lab results or treatment.

SUCCESS METRICS

	Patients engaging in their health
	Increased clinical efficiency
	Faster treatment

FINANCIAL IMPACT

Healthvana helps clinics attract more patients and improve staff efficiency. Patients report driving several hours to visit clinics using Healthvana and clinics report a 75% reduction in phone calls that allows staff to see more patients.

Healthvana has delivered 150,000 lab results to patients in 15 clinics across the U.S.

DESIGN ACTIVITIES

- Onsite observation of clinic workflow
- Iterative prototyping of initial concepts
- Watching staff and patients interact with prototypes
- Measuring events and improving the time to complete key activities
- Personas

HEALTH IMPACT

Approximately 80% of patients check their lab results and follow-up care instructions through Healthvana. This high level of patient engagement leads to patients experiencing less anxiety while waiting for results, a quicker diagnosis notification, and a faster time to treatment.

INVESTMENT IN DESIGN



TEAM

- Two full-time internal designers

WHAT'S NEXT

Healthvana recently launched a new digital solution for patients to self-register for visits from a clinic's waiting room. By eliminating paperwork, the new system shortens patient registration time, decreases data entry for staff, and reduces data transcription errors. Since launching the electronic registration solution, clinics are indicating a significant increase in the number of patients they can see per day, and patients are experiencing a decrease in time spent at the clinic.

For a more detailed analysis of Healthvana, see <http://bit.ly/1TSb7cN>