

# Harry Soza

President / CEO

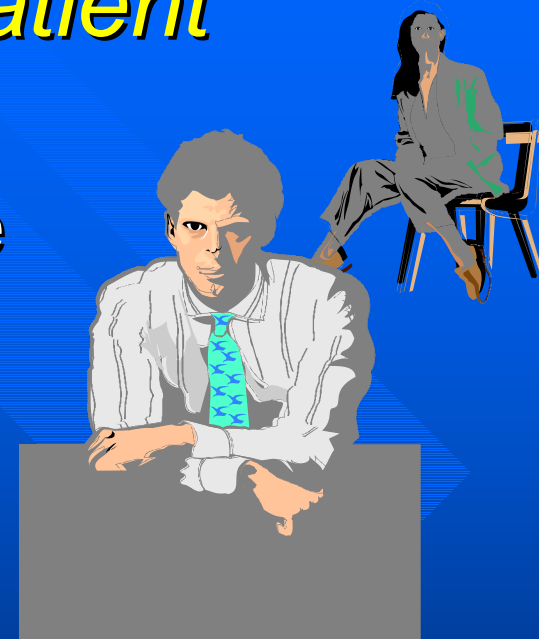
Resolution Health Strategies

***WellPatient.com -***

*Empowering the Patient to  
better participate in their own care*

# *The Era of the Impatient Patient*

- Anxious about quality of care
- Suspicious of Health Plans
- Demographically aging
- Deluged by dubious information
- Moving from “group-purchase” to “retail” model in buying insurance



***WellPatient.com***

*communicating critical information*

*to directly Empower Patients*

*and Promote Patient Safety*



## *WellPatient concept: use Medical & Rx claims data to better manage health care --*

- Alert Patients - when their treatment history warrants review, or when important elements are missing
- Alert Physicians - about specific cases where treatment patterns do not conform to proven standards
- Alert Health Plan Managers - to situations where focused intervention can have meaningful impact
- Empower all Participants to take action by providing an easy-to-use channel of effective communication

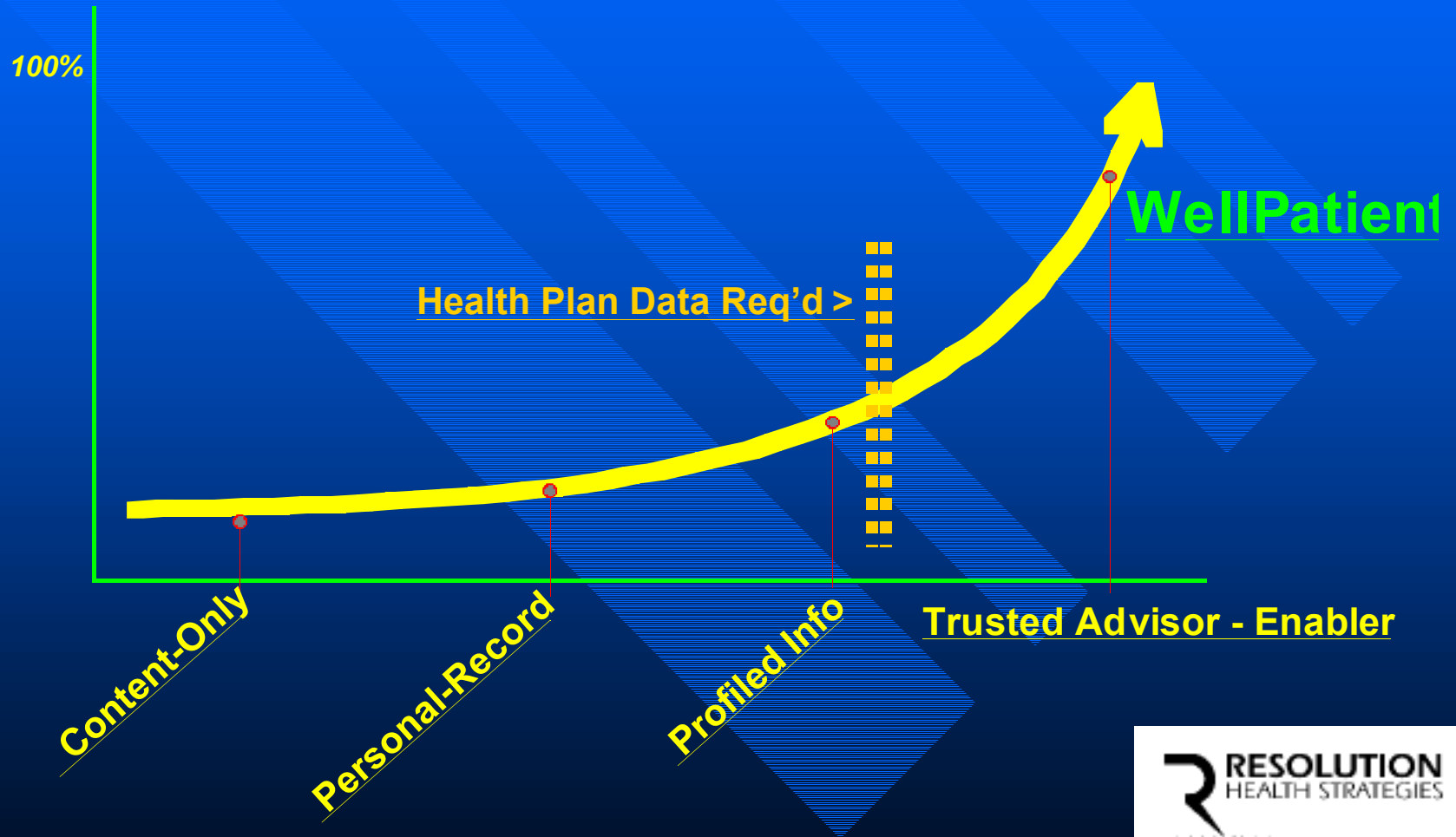
*=> minimize Variance in Practice Patterns*

*=> promote Patient Safety*

*=> Save Lives, Reduce Expenditures*



# A New Service - Extraordinary Value



## *Key Services ---*

- ✓ On-Line Treatment History + Added info
- ✓ Alert Messages about Treatment Issues
- ✓ Communication Channel to Physicians
- ✓ Personalized Health Navigator / Mediator



# *Health Navigator / Cyber-Mediation*

*Bringing together a User whose Treatment Profile indicates specific needs and prior choices...*

*-- with --*

*Programs, Services and Products that address those Needs and can be Enhancements or Alternatives.*



# *Absolutely Private & Confidential*

- Role: Trusted Personal Advisor
- Firewall protected site
- Privacy Statement on every Page
- Entry only by User-selected Password
- Access to data controlled by User
- No revealing “cookies”

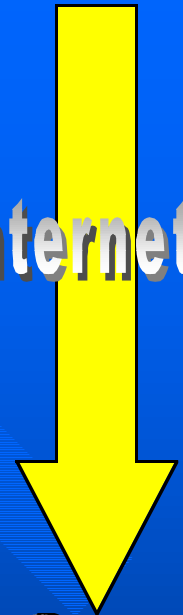




## *The Empowered Member:*

- => I can access my treatment history
- => I receive messages about key issues
- => I am able to learn about my care
- => I have resources to work with my Doctor
- => I can make better informed decisions

Internet



*This is MY health,*

*I need to understand,*

*I need to participate in decisions.*



 RESOLUTION  
HEALTH STRATEGIES



- Messages for You
- Significant Conditions
- Your Prescriptions
- Treatment History
- Your Health Profile

Current Messages Previous Messages

Current Message: Christopher Jones

Your information is current as of: May 2, 2000

Information from your doctor and hospital visits, lab tests, and prescriptions, is analyzed to create these important messages about your health. Click to read entire message content.

Priority	Message	Message Date
Med	<a href="#">Dewey Health Care Recommendations, age 60+</a>	Jun 8, 2000
Low	<a href="#">Diabetes Blood Test Needed?</a>	Jun 8, 2000
Low	<a href="#">Cholesterol Blood Test Needed?</a>	Jun 8, 2000
Low	<a href="#">New Medication Needed?</a>	Jun 8, 2000
Low	<a href="#">Cholesterol Checkup Due</a>	Jun 12, 2000
Low	<a href="#">Liver Test Needed?</a>	Jun 8, 2000

- About WellPatient
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Your Health Monitor - Microsoft Internet Explorer

File Edit View Favorites Tools Help

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SECURE SITE

Contact Your Clinician - Microsoft Internet Explorer



**WellPatient.com Q-Note**  
questions / quick requests / quality care

Print PAR Heal Nobody!

Below is the information that will be sent to your physician after you click the send button. If you do not send this message, click on the "Do Nothing" button and your message will remain in the Messages For You section. The checkboxes at the bottom of the page have been completed with information taken from your Contact Information within Your Site Manager section. Remember to click in the checkboxes at the bottom page to tell your doctor how to contact you. E-mail should not be your only contact method unless you indicate your doctor uses that method to communicate with you; please indicate phone numbers also.

**To:** Brian A Haley  
**From:** Christopher Jones      **Date of Birth:** Jun 4, 1921  
**Re:** Cholesterol Checkup Due  
**Date:** Jul 14 2000

**Message:**  
 Pharmacy records show that you are taking [drug name] to lower your cholesterol. We recommend that anyone taking cholesterol-lowering medications on a long-term basis be seen by a doctor 3 times a year. During these visits you and your doctor can talk about your health.



**I have responded to the above message in this manner:**  
 I would like to schedule an office visit. Please tell my doctor

**Please Contact me by (select all that apply)**

- E-Mail (grandpa.jones@world.net)
- Phone (555-775-4322), Anytime
- Phone (555-775-4322), Weekends
- Other...

Send Do Nothing

javascript:openMsgWin(100000310,114);


**Messages for You**

**Significant Conditions**

**Your Prescriptions**

**Treatment History**

**Your Health Profile**




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**SECURE SITE**

LARIAM  
TRANSDERM-SCOP  
HYTRIN

Other Prescription Medications:  
Viagra

Current Nonprescription  
Medications or Supplements:

Calcium Supplements  
Multivitamins

Drug Allergies:

<u>Drug</u>	<u>Reaction</u>
Sulpha	Not Allergic to this Medicatio
Erythromycin	Not Allergic to this Medicatio
Aspirin	Not Allergic to this Medicatio
Iodine	Not Allergic to this Medicatio

**Chronic Conditions/Past Surgeries**

Diabetes  
Hypertension (High Blood Pressure)  
Lipid Disorder (High Cholesterol)  
Coronary Heart Disease  
Coronary Artery Bypass Graft

**Family History**

Father

- Alcohol / Substance Dependency
- Depression / Mental Illness
- Hypertension (high blood pressure)
- Myocardial Infarction (heart attack, before age 55 years)

Mother

- Cancer -Breast Cancer

Siblings

- Myocardial Infarction (heart attack, before age 55 years)

**Preventive Health History**