



Monthly Newsletter

Here's your customer exclusive recap of WELL Health headlines and what to look forward to.
What's new this month?

Product News

Article Spotlight: WELL now supports [Visit Method](#) data. "Visit Method" indicates whether an appointment will be in-person, on video, or via telehealth, separately from the type of visit. You can use Visit Method to send unique Automations and filter patient lists, and the information can be displayed on the patient facesheet. To receive the Visit Method, your EHR must support sending this information across the scheduling interface. [Learn more about Visit Methods here.](#)

Use Case of the Month

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Broadcasts

Broadcast for a location cancellation, provider out-of-office, or office closure for inclement weather.

Benefits

- Staff efficiency
- Mass outreach to patients with appointments
- Just-in-time communication to many patients in emergency situations
- Overall patient satisfaction

Example

Hi Jane, WELL Health is going to be closed on Friday, January 7, 2022, due to inclement weather. A member of our team will reach out to reschedule. Thank you for your understanding.

For more information and to get the text samples and other use cases, visit: <https://usecase.wellapp.com>

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Just in time for office closures, the WELL use case of the month is [Broadcasts](#). To access the template, explore other available options, or to add a use case of your own, visit usecase.wellapp.com.

Join Us

Join our new Chief Product Officer for a customer-exclusive [WELL Product Vision webinar](#). Isabelle Meyer Stapf will host a 20-minute presentation to look back on the features WELL released in 2021 and look forward to the direction of the product roadmap planned for 2022.

[WELL Product Vision webinar](#)

Thursday, February 3rd
10 AM PT

[Register Here](#)

The Latest Stories

WELL Celebrates 2021 As A Banner Year of Growth



In 2021, WELL saw unprecedented growth throughout the company driven by new product innovations including ChatAssist AI, 160+ new healthcare customers, strategic collaborations, and the hiring of almost 150 new employees. [Read this article](#) on our blog to learn about all our major milestones in 2021 including our more than 265 percent growth in revenue, the announcement of two new enterprise customers, the role WELL played in facilitating COVID vaccine efforts, and our industry awards and recognitions.

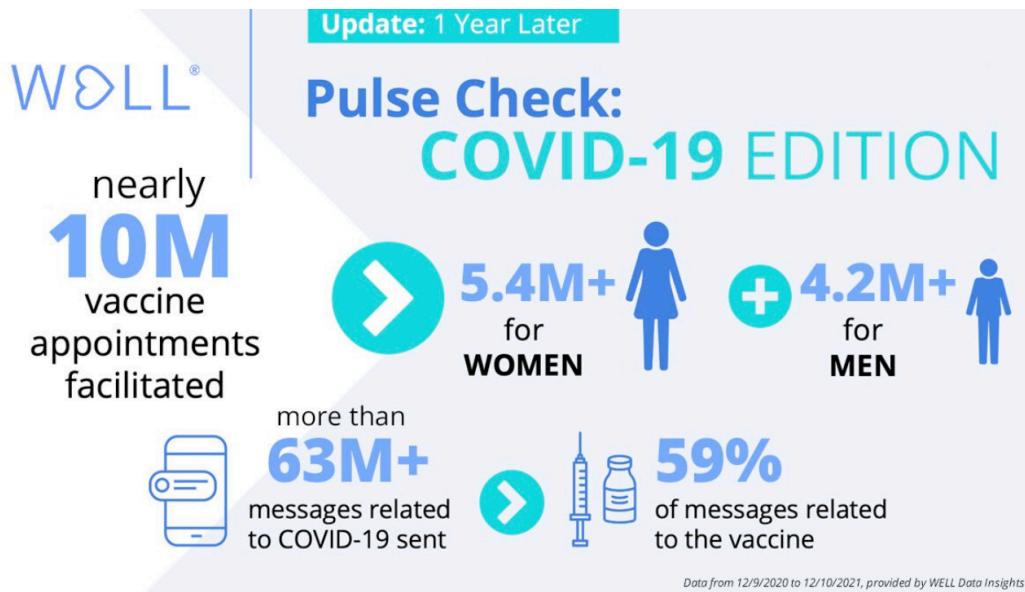
Timely Referral Scheduling Is Key To Positive Patient Outcomes

A key factor in optimal patient care is referral management, the process by which a patient transitions to the next step in care. A well-orchestrated referral process is called “closing the referral loop,” and a key factor for success is efficient communication and coordination between clinicians. Poor referral management and failure to close the referral loop are harmful to the health of patients. Delays in referrals can also lead to increased mortality, decreased quality of life, and missed opportunities to slow the progression of a disease or condition. [Read more](#) about referral management challenges and how solutions like WELL can help make the referral management process successful through automated text outreach. To learn more about this in action, [check out our case study](#) that discusses how after three months of using WELL Health, UNCH Rheumatology improved their referral conversion rate from a disappointing 30% to consistently averaging a high of 75% every month despite limited staff time and resources.

WELL Health Community

This month for our employee spotlight, we introduce Jason D'Eugenio, a new [Customer Success Executive \(CSE\)](#) who will be overseeing the U.S. Northwest and South Carolina. Jason may be new to WELL but he has deep experience in healthcare. Previously, Jason worked at a healthtech company that provided tracking devices and services so that patients, personnel, and equipment could be easily located in a hospital. Jason started his career in sales but the appeal of building and nurturing long term relationships with clients is what attracted him to customer success. As a seasoned CSE, what drew Jason to WELL was the excitement and challenge of working at a fast-growing start-up dedicated to improving the patient experience. “My goal at WELL is to help our customers shine. I want them to be so happy with WELL and our products that they become our best advocates.” Located in Connecticut, Jason’s on-site co-workers are a bulldog named Dozer who has been known to interrupt meetings with loud, symphonic snoring and Abby, a mixed rescue who likes to frequently lounge on the couch.

Marking one year since vaccines became available, WELL Health released our updated [COVID-19 Pulse Check](#) infographic:



People are Saying

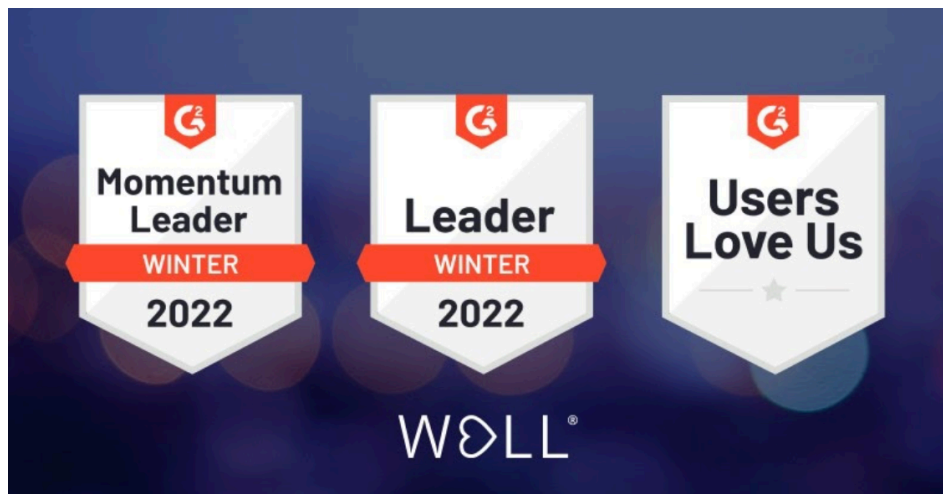
We are proud to announce that for the 2nd consecutive year, WELL Health has been named to the list of [Top 100 Best Places to Work - Midsize Companies](#) in the LA area by Built In!

WELL Health ranks #56 on this list, citing top workplace perks and benefits as our unlimited vacation policy, our focus on diversity & inclusion, and ongoing opportunities for learning and development. Built In LA is an online community for LA startups and tech companies. Built In's "Best Midsize

Built In LA is an online community for LA startups and tech companies. Built In's "Best Midsize Companies" list rates companies with 101-500 employees based on their employer benefits and employee submitted compensation data.



WELL Health users also ranked us #1 highest rated and easiest to use in the G2 Patient Engagement Software category. A big thanks to our customers for making WELL Health a winter 2022 leader. Read what users are saying about our product and services [here](#).



In the News: WELL Health's CEO & founder, Guillaume de Zwirek, provided his perspective to MobiHealthNews for its [article](#) on 2021 reflections and 2022 predictions for digital health. Gui's perspective is included alongside other digital health executives about their biggest takeaways from the year.

Modern Healthcare featured an [article](#) authored by WELL Health's Clinical Advisory Board Member Dr. Patrick Woodard (Chief Digital Officer at Methodist Le Bonheur Healthcare) on why patient communications should be considered a social determinant of health.



Our team is here for you. Reach out to us through your account team or accountteam@wellapp.com
– thanks for reading!



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