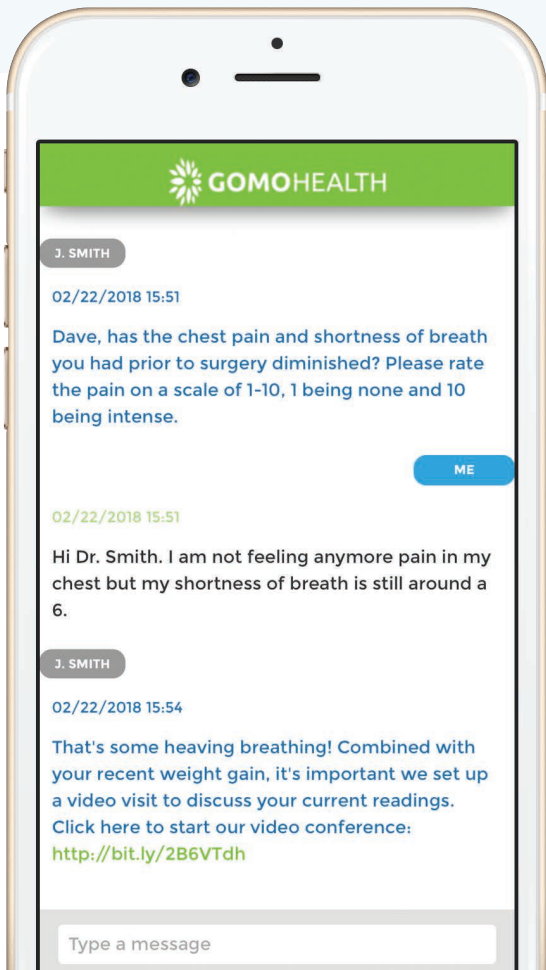# GoMo Chat Secure™

Facilitating patient engagement, GoMo Chat enables in-the moment (secure) conversations between patients and providers, augmenting GoMo Care Messaging with patient initiated, real-time communication to guide each patient's healthcare journey.

Scale Resources and Support

Increase productivity of care coordinators with an easy to use IM-like interface, engaging patients in multimedia telehealth with choices of secure SMS, MMS and televideo.

BehavioralRx™

The science and method of patient engagement is as important to outcomes as the clinical protocols themselves. GoMo Chat uses BehavioralRx, our proprietary science, leveraging proven cognitive and psychological techniques to stimulate higher levels of reciprocity and action.

Value

62% of consumers would be open to virtual-care treatment options as an alternative to in-office doctor's visits.

Source: Salesforce "2016 Connected Patient Report"

Easy Access:

Patient or provider initiated secure chat with no app to download.

Large Scale Enterprise and Call Center Ready:

Built for multi-location routing with high volume HCP's and patient users.

Configurable Alerts and Escalations:

Define business rules to escalate resources based on queue waiting time of incoming queries.

Quick Response Templates:

Create and save answers to FAQs; easily push pre-defined responses include personalization variables.

Desktop Notifications:

Built in browser notifications immediately alert coordinators of messages in queue including received and wait times.

Custom Branding:

Customize branding in operator and patient views.

Use Cases

Case/Nurse Managers:

Obtain patient readings, physical and mental health levels.

Call Center Representatives:

Deliver clinical support across multimedia to support patients in the moment.

Physicians:

Conduct televideo sessions with patients as needed, sharing necessary documentation for condition management.

Physician Liaisons:

Real time issue reporting, support delivery and resolution tracking.