



Sophia

Hi Joseph, pls schedule appointment for 9am EST tomorrow.

Joseph



Sure. Here are the directions to the office.

[https://maps.app.goo.gl/3i8Joi4FDHLmkEf99?g\\_st=iwb](https://maps.app.goo.gl/3i8Joi4FDHLmkEf99?g_st=iwb)

## Practice - Patient Engagement, Document Sharing & Payments Platform

Encrypted Secure Messaging, Campaigns, Chatbots & Payments Platform

**HIPAA compliant & ISO 27001**



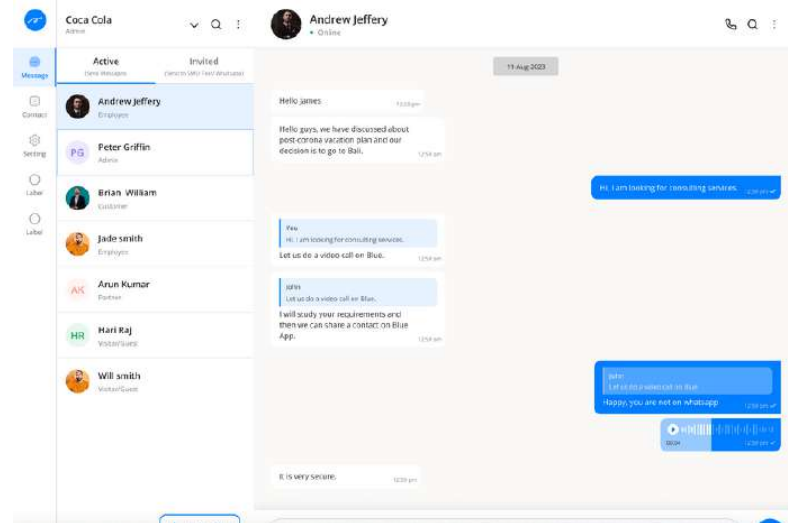
**Murphi.ai** (coming soon)

Acquire, Support & Engage Customers



# HIPAA certified Encrypted Secure Messaging Model

Internal Users (Practice Staff) use BlueSecures to message each other & to message patients



- Employees exit - data on mobile erased
- Keep audit trail of all transactions



Send & receive messages, pictures, documents, audio & video files



External Users (Patients) download BlueSecures to message practice staff



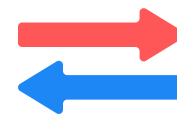
- Cut phone calls by 90%
- Have equal access to information
- Keep audit trail of all transactions
- Administrative - Schedule appointments
- Clinical - Ask for refills, prescriptions, notes and so on
- Finance - Ask for invoice / billing details
- After office hours - Leave messages
- Urgent care messages - as appropriate





## Help-desk Groups to manage patient requests

Patients send secure messaging or SMS / Text

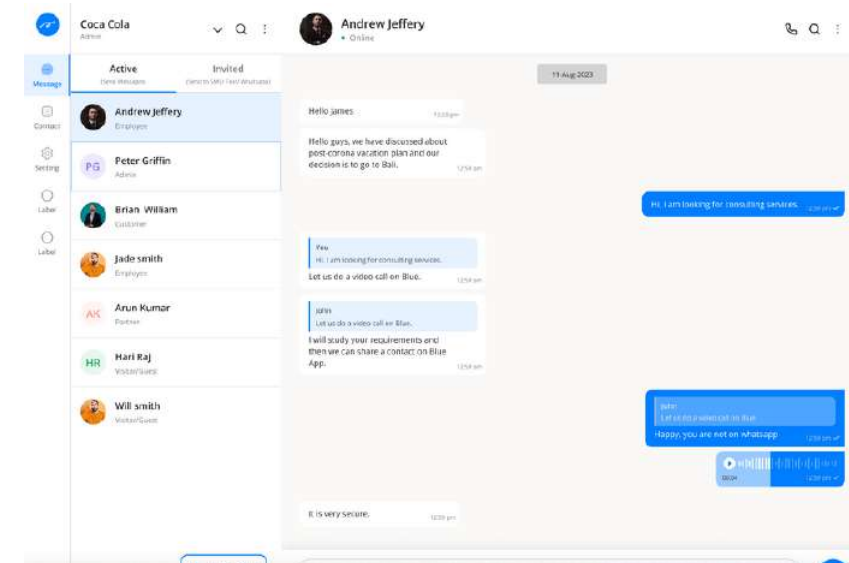


Practice staff from within a group responds.

Other staff in the group are fall back options.

Practice Staff are part of different help-desk groups in **BlueSecures**

- Front Desk - Group
- Clinical Care - Group
- Finance & Accounts - Group
- Help-Desk Group (After Hours)

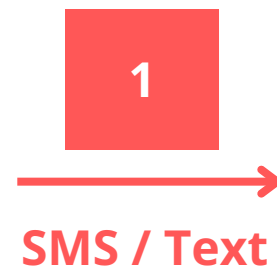




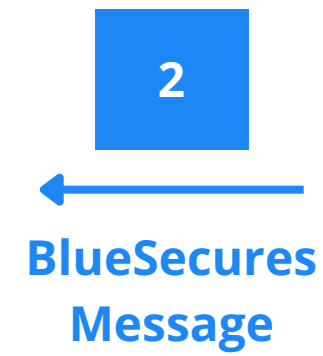
## Scan QR code on Website



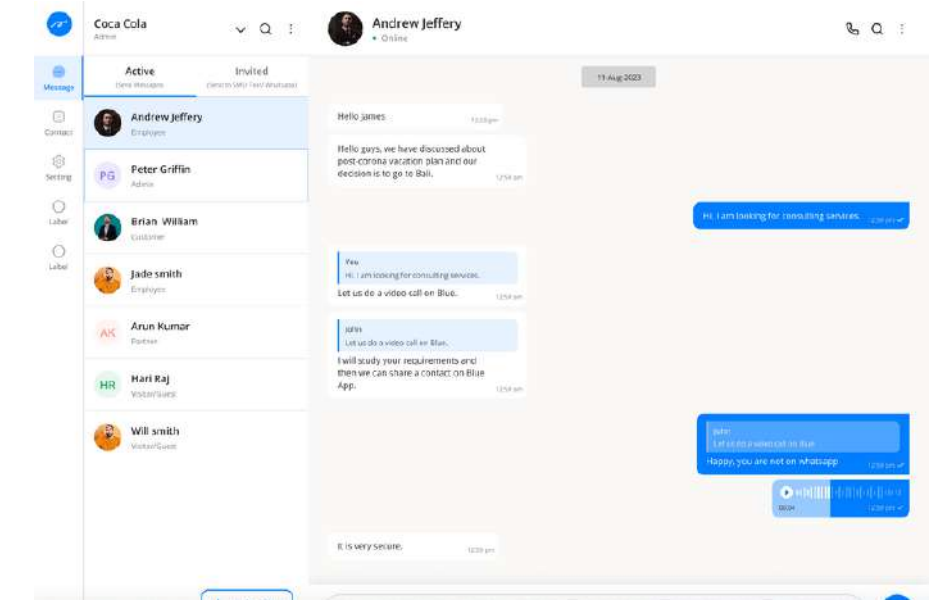
Patient scans QR code on website and **send SMS / Text** messages..



## QR Code on Website



Respond from **BlueWeb** Desktop messaging to patients..





## Chatbot on Website / Customer App

Patient interacts with chatbot and also can **send SMS / Texts** to staff..



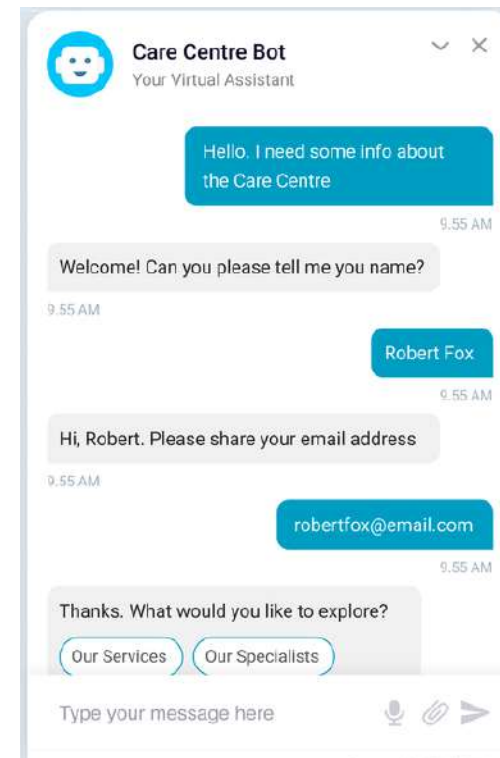
Patient interactions include -

- Filling forms
- Taking surveys
- Leaving messages
- Scheduling appointments
- Sending Texts
- Ask for address
- Ask for directions
- Give referrals
- Leave feedback
- Fill Google reviews
- FAQs



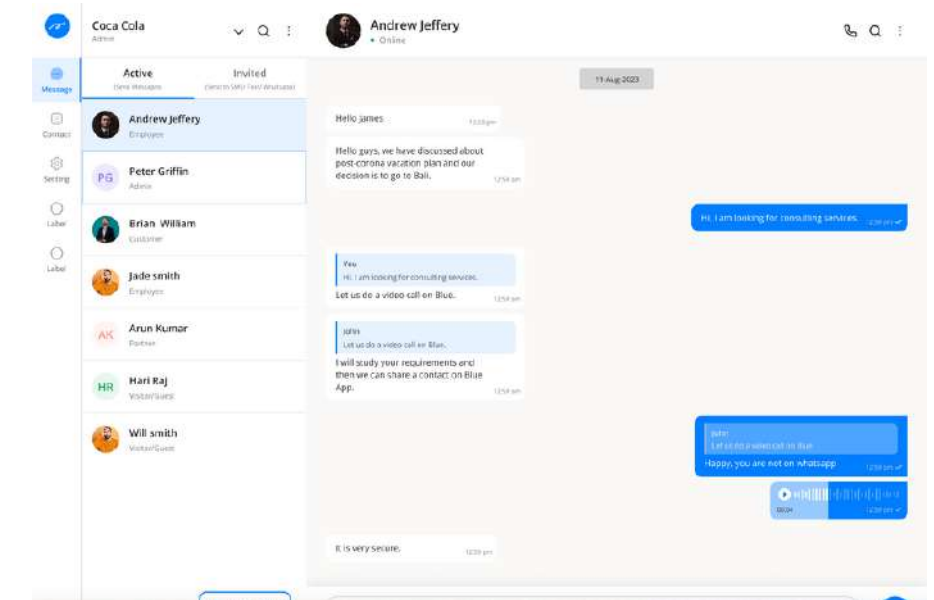
**Interact with Chatbot (or) Chat with sales or support agents who are on Blue**

## Chatbot on Website



**BlueSecures Message**

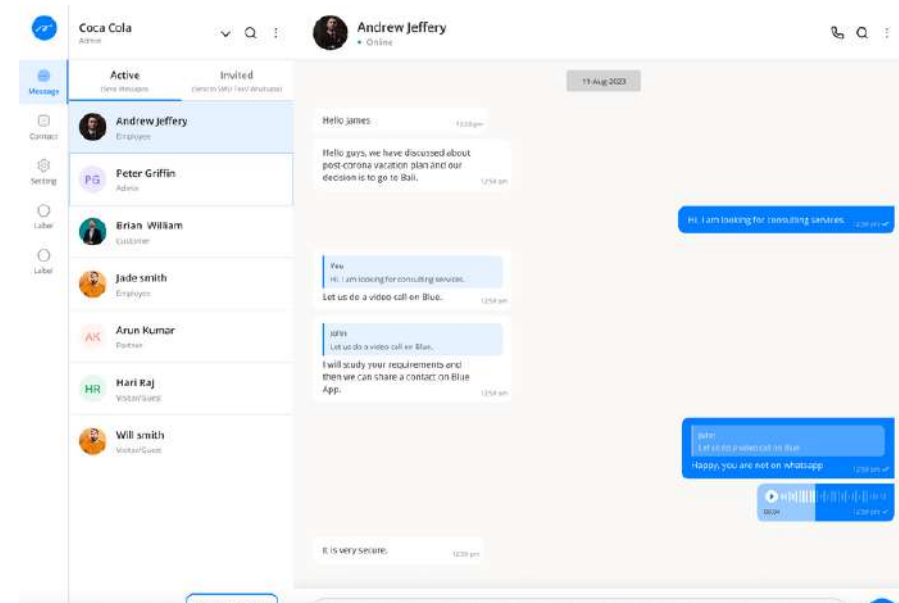
Respond from **BlueWeb Desktop** messaging to patients..





## Single Channel - Campaigns & Support

**Campaign management tool** to send text messages to thousands of patients..



1



**Broadcast information**  
**Send surveys**  
**Ask for reviews**  
**Payment requests**  
**Notifications**  
**Healthcare info**  
**URLs to fill forms**  
**Ask to respond**  
**Schedule appointment**

**SMS / Text Campaigns**

2



**Patients**  
**respond**  
**via SMS/Texts**

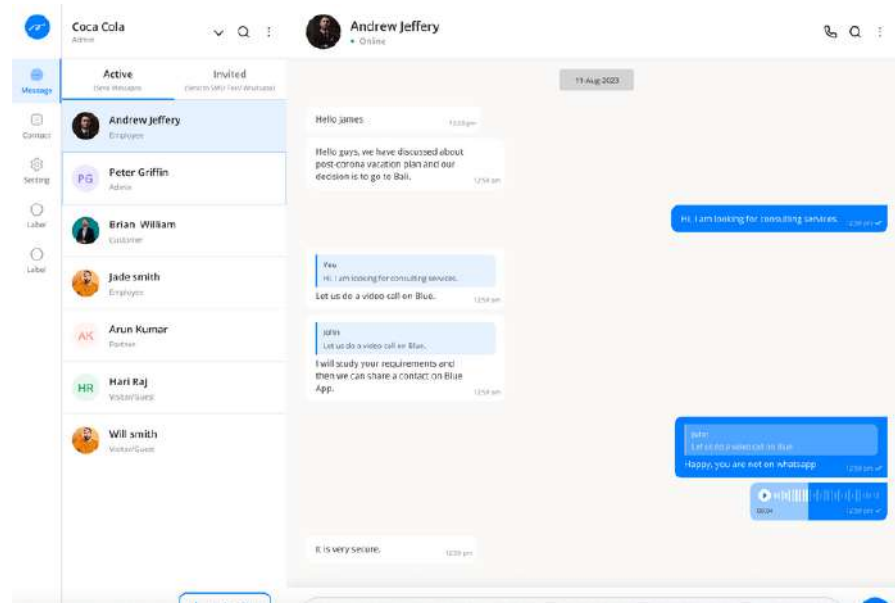
**Patients send SMS / Texts from their mobile phones**





## Multi-Channel Campaigns & Support

**Unified BlueWeb dashboard to respond from - for incoming messages from multiple channels**



1



**Broadcast information**  
**Send surveys**  
**Ask for reviews**  
**Payment requests**  
**Notifications**  
**Healthcare info**  
**URLs to fill forms**  
**Ask to respond**  
**Schedule appointment**

## Messaging Channels

WhatsApp

SMS

LinkedIn

e-mail

Instagram Msg

FB Msg

Telegram

X (Twitter)

2



**Patients respond via SMS/Texts**

**Patients using multiple channels on their mobile phones**







# Document Sharing - Pics, documents, audio, video files..

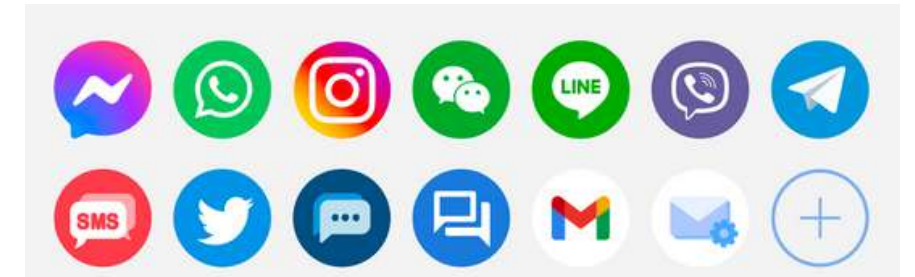
Patients & practices can share from BlueSecures platform



Share pics, documents, audio & video files (customised)



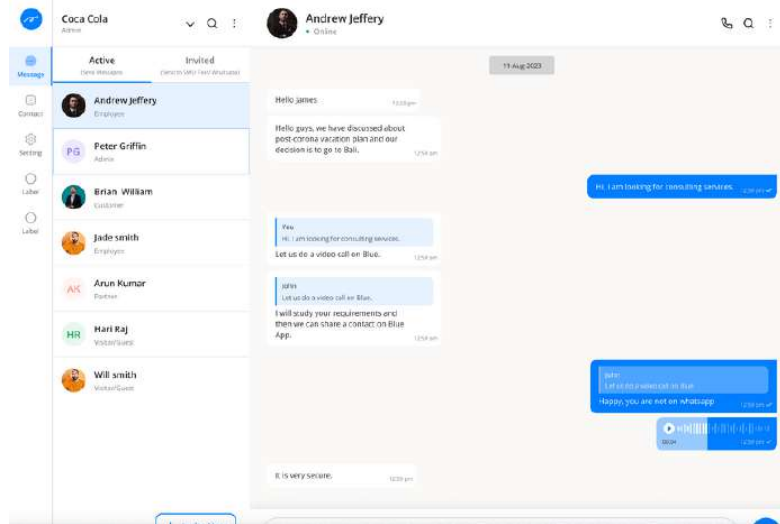
Channels to which documents can be shared





## Patients pay practices for co.pay, deductibles ...

**Billing / Finance Sends invoice to patients from BlueSecures**



- **Configure practice bank account**
- **Net of transaction charges are paid within 48-72 hours**

**Send Invoice**



**Receive Payments  
(Partial payments too)**



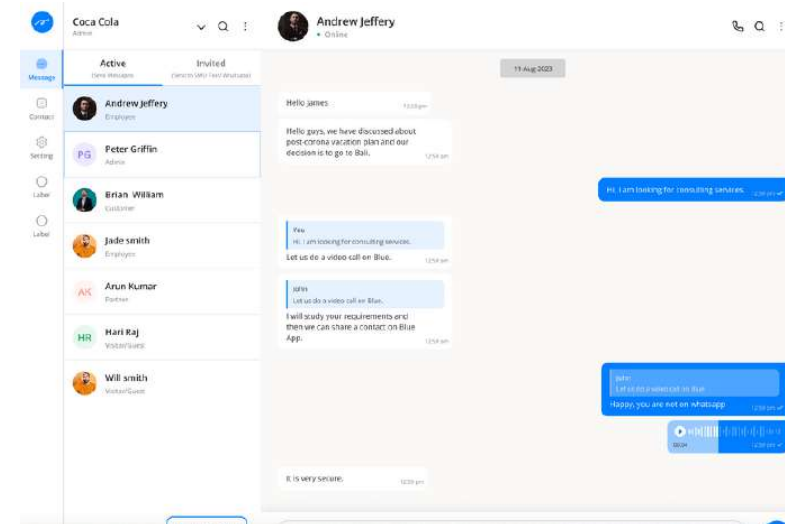
**Patients receive the invoice & pay from BlueSecures**



- **Patients receive invoice in BlueSecures**
- **Check EOB**
- **Message the practice if needed**
- **Pay using in-app payments module**



## BlueSecures (FHIR server) integrates with EMRs ..



### Integration steams include ...

- Schedules
- Confirmations
- Cancellations
- Patient Notes
- Prescriptions
- Re-fills
- Lab work
- Invoices
- Payment reconcilations
- ..



Thank you

**Sales, Demo & Support**  
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