Onboarding, Training & Support

With almost a decade of experience connecting providers to specialists, AristaMD knows that success starts with a clear process.

That's why our sales and client experience teams work closely with the practice to understand the current referral process. The goal is to incorporate our platform into the existing clinical workflows with minimal disruption.

Creating a seamless customized experience:

Establishing a shared understanding of the challenges the AristaMD platform can address and the program's goals is essential. Partnering with key stakeholders, our team will evaluate existing processes, provide recommendations on implementation, and coordinate access, training and ongoing program evaluation. Whether using our web-based standalone application, referral nurse navigation services, or connecting to your EHR, the process is the same.

AristaMD's eConsult and referral management solutions do not require additional tools or technology —no video, fax machine, or EHR integration. Our web-based application is secure and HIPAA-compliant. That means less work for you and your team.
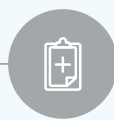
The Path to Care

Kickoff
Decide where to include AristaMD in your clinical workflow and define training needs for your users.

Setup
Customize services to your needs —EHR integration, referral nurse navigation, single sign-on.

Access
Distribute credentials for each user and provide login instructions to access the platform.

Training
Coordinate live interactive training and launch email training programs.

Education
Gain insight into usage by specialty, see eConsult examples, and track value to the practice and patients.

For more information or to request demo, contact us at info@aristamd.com or visit www.aristamd.com.

Arista|MD

Accelerate Success with Additional Services

Referral Review

Provide faster specialty care resolution for your patients. AristaMD's clinical team can review pending patient referrals to identify cases that are good candidates for eConsults. PCPs review and approve recommendations, and the AristaMD Referral Nurse Navigators process the eConsults. This service expedites patient treatment by offering specialty guidance to eliminate face-to-face specialist visits or provide interim care when wait times for a specialty care appointment are long.

Referral Nurse Navigation (RNN) Service

Our Referral Navigation Nurses provide white-glove service by curating eConsults on behalf of clinicians. Clinics with >10 providers leverage this service to launch a robust eConsult program with very little IT lift. Our team of Registered Nurses (RNs) handle all information transfers between EHRs, so ordering eConsults can be done without any additional work from the PCP.

Educational Materials

Access materials to make it easier to promote and educate patients about eConsults and referral management. Staff receive live training and self-paced education on how to use the AristaMD platform. Posters and flyers are also available to educate patients about the benefits of eConsults.

Account Review

Our Client Experience team provides insight into the program's effectiveness. Monthly account review meetings ensure users find value in the solution—providing insight into usage, answering questions and collecting feedback.

AristaMD also continuously monitors quality. We randomly review eConsults across all specialties to ensure our contracted specialists offer valuable insight. We also review all eConsults with low-quality ratings to provide feedback to the relevant requester or specialist.

Ongoing Support

Provider organizations are assigned a single point of contact to address any issues or concerns after implementation. Our support ticketing system allows users to enter a request within the platform or submit a request by emailing support@aristamd.com. AristaMD tracks and manages support requests to identify areas of improvement ·Organizations using Referral Nurse Navigation also receive ongoing support from the RNN team.

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