

2025

PatientPoint

GOVERNMENT



Built for VA. Empowering Veterans.

Strengthen communication

with every Veteran and employee

Clear, consistent communication is essential to how the VA delivers care. When Veterans and care teams see helpful, timely messages during their visit—while they're focused on their health and interacting with the system—it builds understanding, encourages follow-through, and supports trust in the care process.

PatientPoint Government, an ActioHealth Company, helps VA facilities reach Veterans and staff with the information they need to take action—whether that's asking a question, accessing a VA resource or getting the services they've earned. It's not about more messages—it's about messages that support the VA's mission to expand access, strengthen relationships and improve health outcomes

Better health outcomes for all

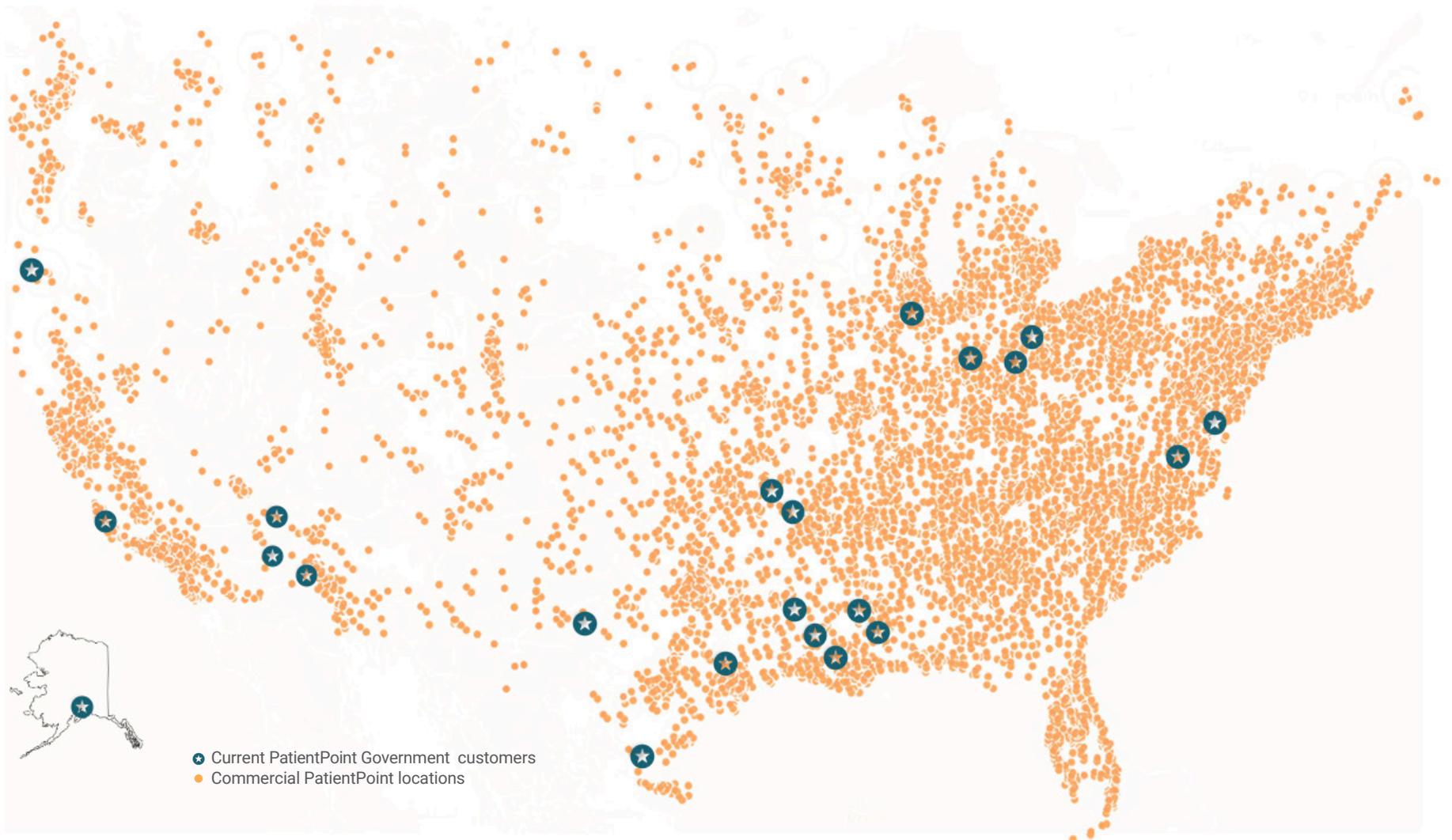
We're as invested in improving patient outcomes as you are. Together, we can motivate patients to engage in their care, make healthier decisions and, ultimately, empower better health for all.

- 45%** increase in **mammograms**
- 43%** increase in **tobacco cessation counseling**
- 28%** increase in **flu vaccinations**, resulting in 184 fewer ED visits
- 20%** increase in **colon cancer screenings**, resulting in \$1M incremental revenue
- 11%** increase in **cervical cancer screenings**

Commercially validated

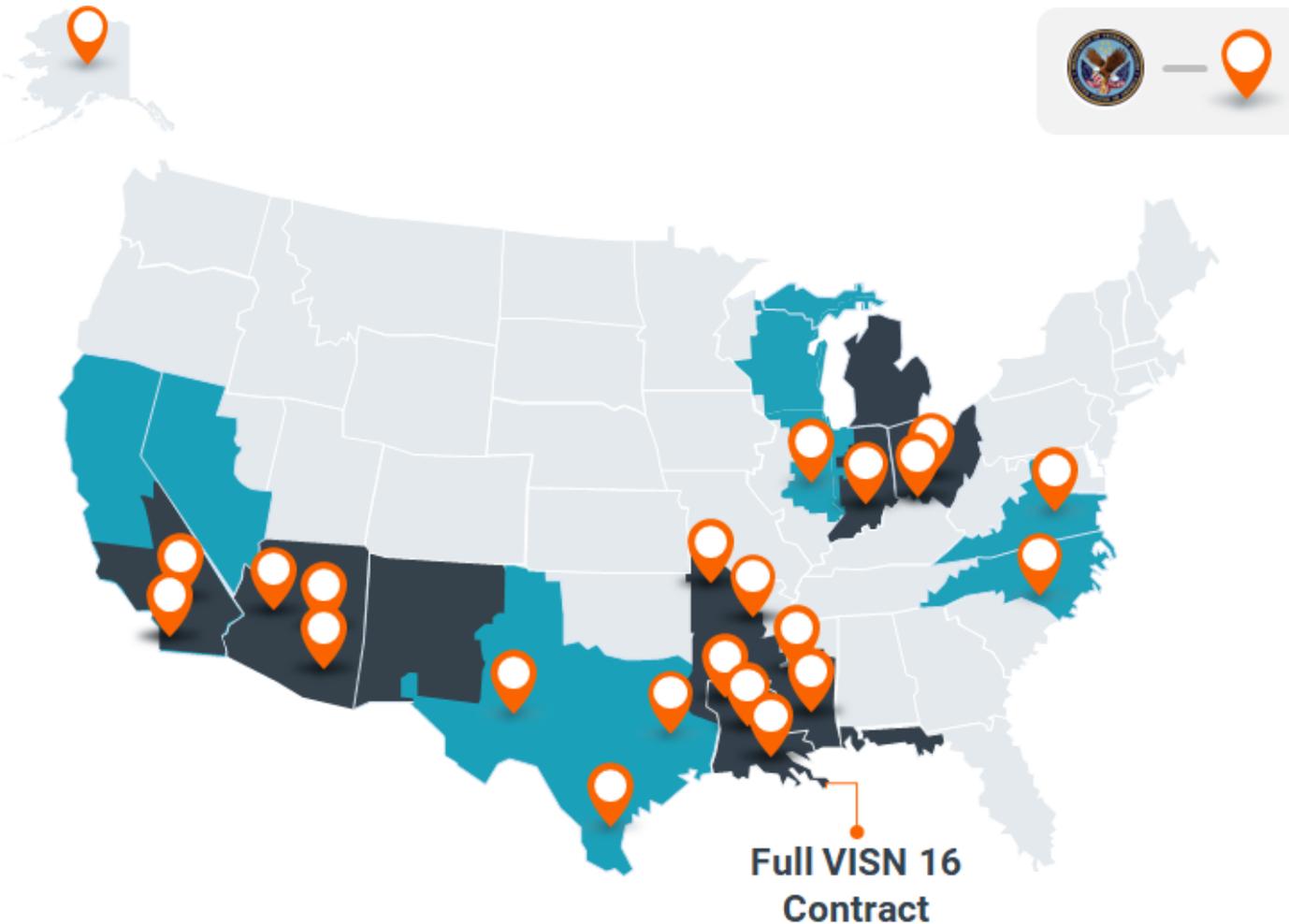
and scaled across 30,000 private practice locations and 145,000 devices.

Practices use PatientPoint to enhance the patient experience and stay connected to their teams—building awareness, motivating action and improving outcomes.



22 VAMCs and 175 CBOCs

leverage PatientPoint Government today



VA Customers

- VA Anchorage
- VA Tucson
- VA Prescott
- VA Phoenix
- VA Fayetteville
- VA Little Rock
- VA Greater LA
- VA Sacramento
- VA Danville
- VA Indianapolis
- VA Shreveport
- VA Alexandria
- VA New Orleans
- VA Biloxi
- VA Jackson
- VA Asheville
- VA Cincinnati
- VA Dayton
- VA Big Spring
- VA Harlington
- VA Houston
- VA Salem

Comprehensive communication system

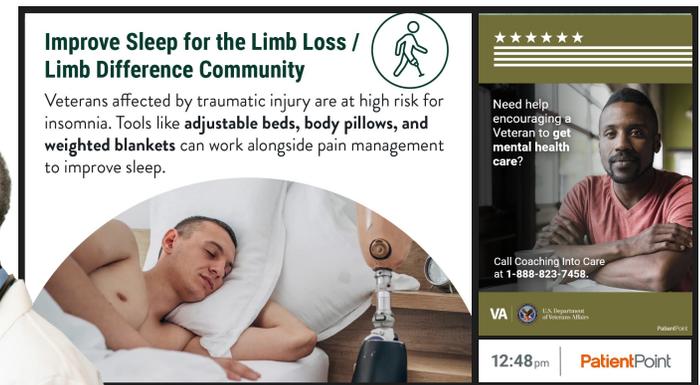
WAITING ROOM



EXAM ROOM

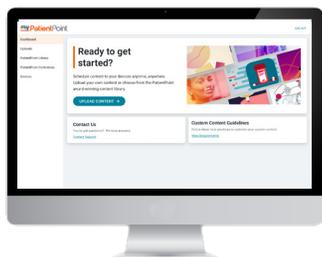


STAFF AREA



VETERAN ENGAGEMENT

PROVIDER ENGAGEMENT



Your easy-to-use, web-based command center

You'll have an easy-to-use command center for your waiting room, exam room and staff area screens. Add and schedule messages to one screen or 100 in just a few clicks.

See what's playing in real time | Schedule messages in advance | Request support when you need it

Full service. One partner.

With PatientPoint Government, VA gets one partner who can bring communication and education solutions into one subscription. We offer full service support from account management to creative content to system-level messaging with local customization and we provide, install and maintain the hardware.

- Hardware
- Cellular network for connectivity
- Installation, service and monitoring of screens
- On-going maintenance of screens
- Cloud-based content management system
- Content portal to schedule and manage all content
- Award-winning PatientPoint general health education across 15 specialties
- Repository of VA education and facility-level messaging
- Account management to understand communication and help facilitate creation of custom content
- Graphic designers for creation of custom content



WAITING ROOM

Strengthen communication

Support system priorities

Drive Veteran engagement with VA programs and services at every facility with digital screens designed specifically for how VAMCs and CBOCs operate.

Customize for national, regional and local initiatives



WAITING ROOM

Drive awareness and action

Support a consistent and informed experience

Extend important messaging across every VA facility to drive awareness of national priorities that help create a consistent experience for Veterans and their families.

Customize down to the local level

Tailor the experience nationally, regionally and locally to provide Veterans timely, relevant information that gets more Veterans to access the programs and services available to them.

Create welcoming experiences

With visual-first, accessible designs, screens can be placed in and customize for various settings in VA facilities—from lobbies to cafeterias to waiting rooms and gathering spaces.

Health education to support:

Cardiology

Dermatology

Gastroenterology

Neurology

OB/GYN

Oncology

Ophthalmology

Primary care

Rheumatology

Urology



Content you—and Veterans—can trust



VA-specific: you get content for the conditions, diseases and health concerns specifically designed for Veterans and their families.



Medically reviewed: PatientPoint® health education is reviewed by practicing, medical professionals so it's always accurate and up to date.



In your control: with access to our content library, you can add the education, health information and general interest content that's best for your patients and your practice.



Reputable partners: get access to reliable health information for patients, caregivers and your practice from our network of health-education associations and organizations, including the Mayo Clinic, CDC and more



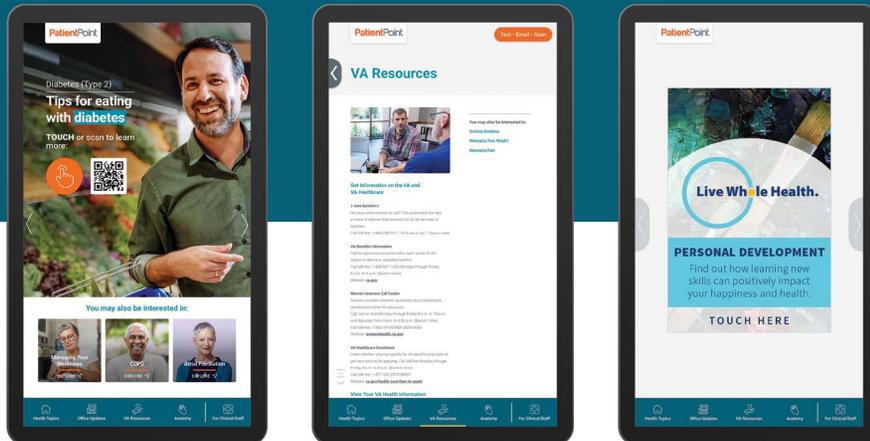
Through direct communication on the PatientPoint Government screens we have improved Veteran understanding of how to access care. We have seen a significant reduction in complaints to our Congressional delegation. We have also been able to efficiently broadcast details on upcoming events and have experienced an increase in participation.” -VA, Alaska Healthcare

EXAM ROOM

Improve clinical conversations

Equip clinicians with visual teaching tools and VA resources in the exam room to support shared-decision making, treatment plan follow-through and better outcomes—leading to trust in VA healthcare.

Tools to empower clinicians and Veterans



Engage Veterans with their health and VA programs



Provider teaching tools

Specialty-specific Anatomy Library with 3D anatomicals, procedure videos and disease-state models improve patient comprehension and compliance.

Equity-focused patient education

Patients scan relevant health information—including articles, videos, infographics and guides for varied learning styles and literacy levels—to review at home.

Links to VA programs and resources

Connect Veterans to programs and services, including Whole Health, My HealtheVet, VA benefit programs, housing assistance and local events and class.

Health information for your specialty

Cardiology

Oncology

Dermatology

Primary care

Gastroenterology

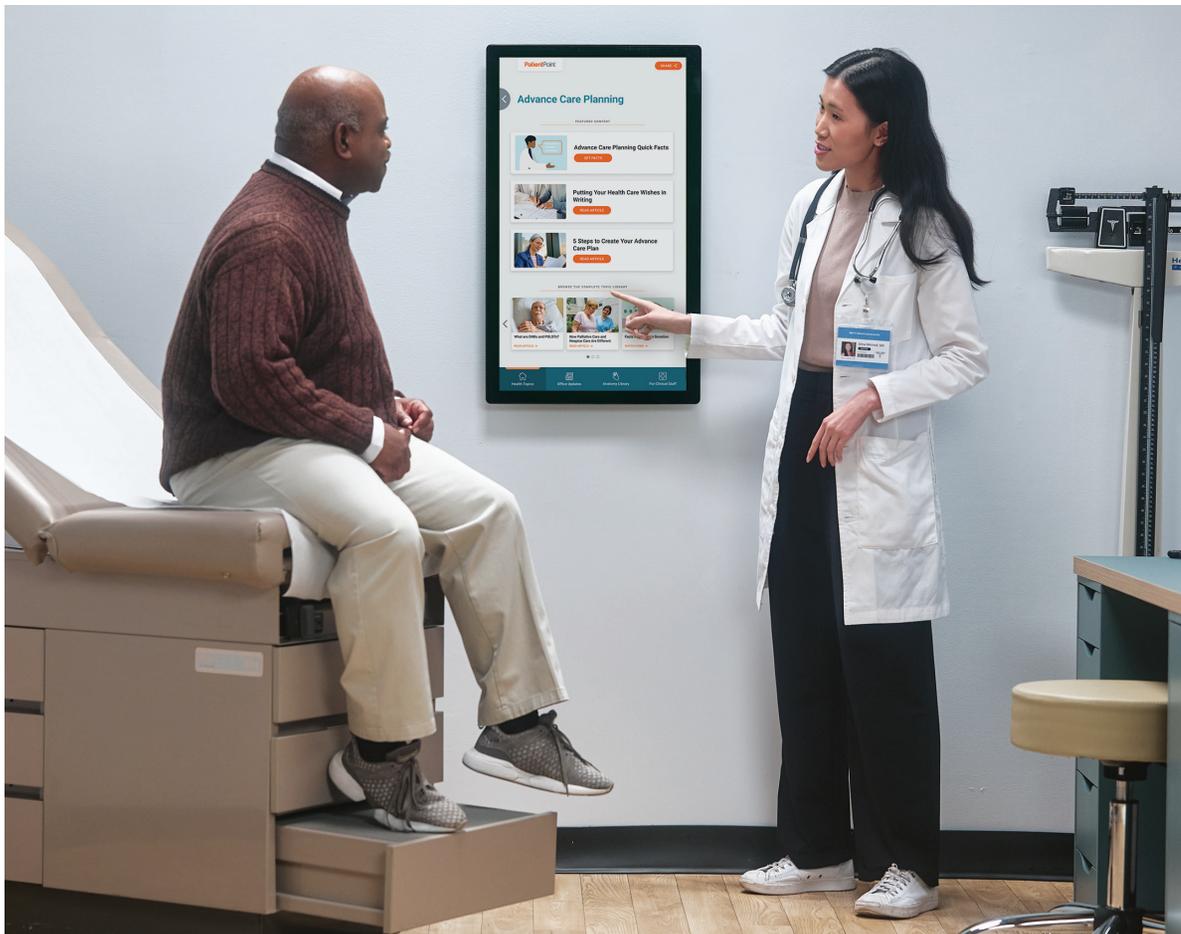
Rheumatology

Neurology

Urology

Educate to drive VA programs

Incorporating exam room screens into your rooming process. Our education, combined with the ability to link to your resources can help drive My HealtheVet sign-ups, awareness of Whole Health programs and access to local services, classes and events.



Getting started

1. Identify your top 3-5 care goals.
2. Request a strategy session with your account manager to:
 - align your goals with exam room resources
 - create a new rooming process to guide patients to the information
 - request custom message creation
3. Schedule a team training with your Account Manager to get everyone onboard with the new process.

“ The PatientPoint Government program is certainly due. I was given a presentation by [PatientPoint Government] and was impressed. I think my cardiologist Dr. Holmes will love it. My favorite part is that I can email certain topics to myself. I can share this information with my daughter. —Robert C., Veteran ”

STAFF AREA

Inspire employee engagement

Strengthen internal communication across VA facilities with consistent messaging that supports care goals, recognizes team achievements, reinforces VA priorities and improve staff retention rates.

Customize for national, regional and local initiatives

VA U.S. Department of Veterans Affairs
Good Catch Award
Anesthesiology

For Veterans struggling with housing or risk of homelessness, the VA housing assistance program may be a fit. VA housing assistance can also help patients build, improve or keep their home.

Scan here to learn more.

2:47



VA SPOTLIGHT

**PROTECT YOURSELF & EVERYONE ELSE
GET A FLU SHOT**

Born in 1964 in Jackson, Mississippi, Ronald L. Green enlisted in the Marine Corps in 1983. Green served for 36 years, receiving several meritorious promotions. In 2015, he was selected to be the 18th Sergeant Major of the Marine Corps and served until his retirement in 2019. Green was awarded the Navy Distinguished Service Medal, among others.

We honor his service.

MARINE CORPS VETERAN
RONALD L. GREEN

VA U.S. Department of Veterans Affairs

2:47 PM PatientPoint

STAFF AREA

Drive VA and clinical initiatives

Customizable with I CARE and VA policies

Streamline employee communication and keep the focus on VA strategic initiatives. Align communication with I CARE values that play consistently throughout the day.

Drive professional growth

Deliver relevant medical news, case studies and clinical trends that support professional growth to create smoother, more efficient Veteran and staff experiences.

Wellness and patient care tips

Help clinicians care for Veterans and themselves with easy-to-implement wellness and patient care tips.



Improve patient satisfaction by improving team satisfaction

A happy team leads to happy Veterans. Promote your team culture by customizing staff area screens with information that shows appreciation, informs about team resources and reinforces VA values and mission.

1. Ask your account manager about ready-to-go templates for birthdays, work anniversaries, new hires and team recognitions. Our Content Services will create branded versions for your practice within 4-5 business days and schedule them to your devices on your approval.
2. Request custom messages to highlight VA values and mission. Seeing these messages consistently throughout the day reinforces these messages with your entire team.

Advancing the mission together.

PatientPoint Government solutions are proven to create better outcomes for Veterans, staff and VA. Contact us to get started.

908-808-6232 | patientpointgov.com

