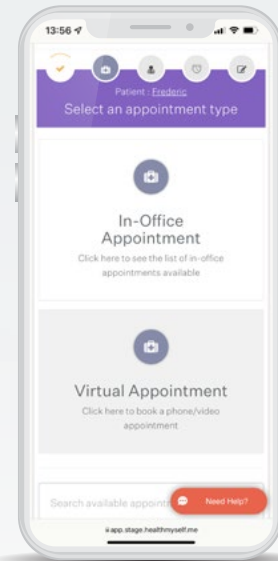# Pomelo by TELUS Health

A patient engagement platform designed to help streamline clinic flows, simplify healthcare access and improve patient communication.

Online booking

Allow patients to book appointments online.

- Control open appointment slots
- Customize appointment types
- Add optional e-forms feature to send intake and triage forms

Appointment reminders

Set up automated reminders to help reduce no-shows.

- Send reminders by SMS, voice or email
- Customize content
- Allow patients to confirm and cancel appointments

Private messaging

Engage with your patients and manage clinical communications.

- Send private, encrypted messages
- Set access permissions
- Set up individual and shared inboxes
- Share files

Patient portal

Help increase patient retention and satisfaction with a centralized point of access.

- Easily manage referrals and prescriptions
- View patient journey
- Send direct communications
- Broadcast educational material

Mobile check-in

Allow patients to self-check-in with their mobile device.

- Gain proof-of-presence
- Provide check-in tasks and directions
- Offer safe, contactless patient check-in from the parking lot or using a QR code in reception

Broadcasting

Communicate with groups of patients through the portal in a few clicks.

- Broadcast private bulk notifications, emails, and newsletters
- Customizable with images, texts and more
- View engagement analytics

Telehealth

Convenient, safe video appointments for your patients.

- No downloads required
- Send automatic reminders
- Live chat with patients during the visit

E-forms

Set up intake and triage forms that automatically populate patient charts.

- Customize forms with dynamic fields
- Minimize the risk of exposure with contactless, patient-completed forms
- Send forms triggered automatically by patient-supplied information
- Use forms to pre-screen patients

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TELUS® Health