

The Power of Self-Navigation: Epic MyChart Integration

Linking your organization's branded version of Findhelp in your Epic MyChart provides an easy, trusted access point for your patients to self-navigate for resources for themselves and their families.

Importance of Self-Navigation

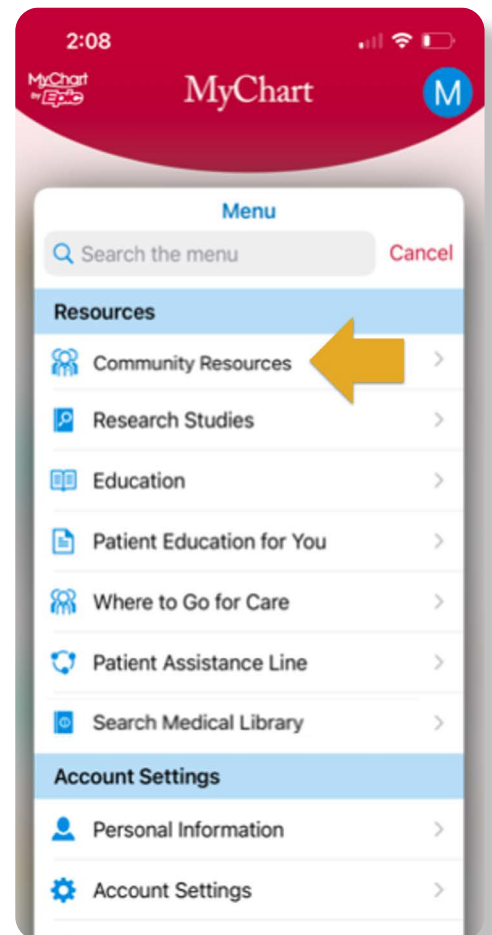
Because it's impossible to help every patient on a 1:1 basis, self-navigation is an essential part of your SDoH strategy.

- Our data shows that patient-facing Findhelp sites often have 5x as many searches and connections as staff sites, demonstrating the desire for patients to find resources on their own.
- Patients may hesitate to share personal social needs with providers due to shame or stigma, which is why it's important to tell them that they can self-navigate anonymously on your patient site.

Benefits of MyChart Integration

Integrating with MyChart is an easy way to expand access for your patients while gathering important SDoH data.

- It's easy! Technically speaking, it requires minimal build, testing, and configuration. From our experience, an Epic MyChart analyst can usually set up Findhelp on MyChart in less than an hour.
- Configure MyChart campaigns and patient notifications to highlight your Findhelp platform and increase patient SDoH self-screening to gather high-quality social care data.
- Use a reference parameter in your MyChart URL to segment your Findhelp data by MyChart users vs. your general patient population to measure impact.



MyChart Integrations in Action

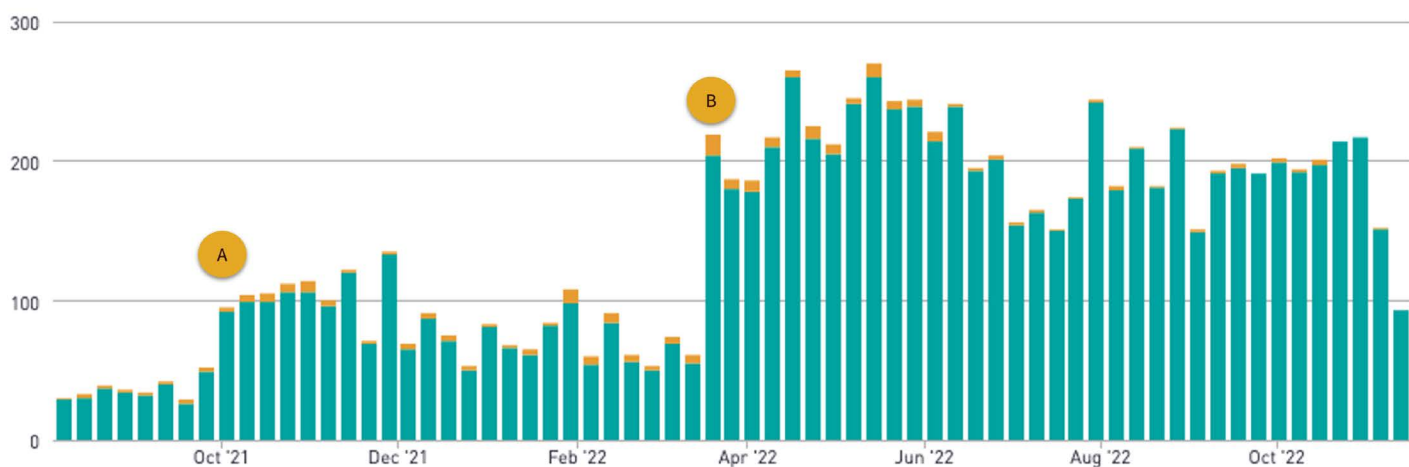
These are real success stories from Findhelp customers who implemented the MyChart integration.

Cooper University Health Care

Cooper University Health Care is an academic health system in South Jersey and provides access to primary, specialty, tertiary, and urgent care, all within one complete health system. Cooper has nearly 11,000 team members, including 1,600 nurses, more than 1,000 physicians, and 550+ advanced practice providers practicing in more than 75 specialties.



Cooper has been a Findhelp customer since 2020; in October 2021 they added a link to their Findhelp patient platform to their MyChart activity options (A) and **patient searches, interactions, and connections doubled.**



Users on Cooper's Findhelp patient platform

In March 2022 they followed this up with a MyChart Announcement (B), and **patient usage doubled again.**

i CooperUnite Community Resource Guide
CooperUnite's Community Resource Guide is an online search tool for a wide variety of resources. You can find food assistance, help paying for utilities or housing, transportation for healthcare, and other free or reduced cost programs.

[CooperUnite](#)

[Dismiss](#)

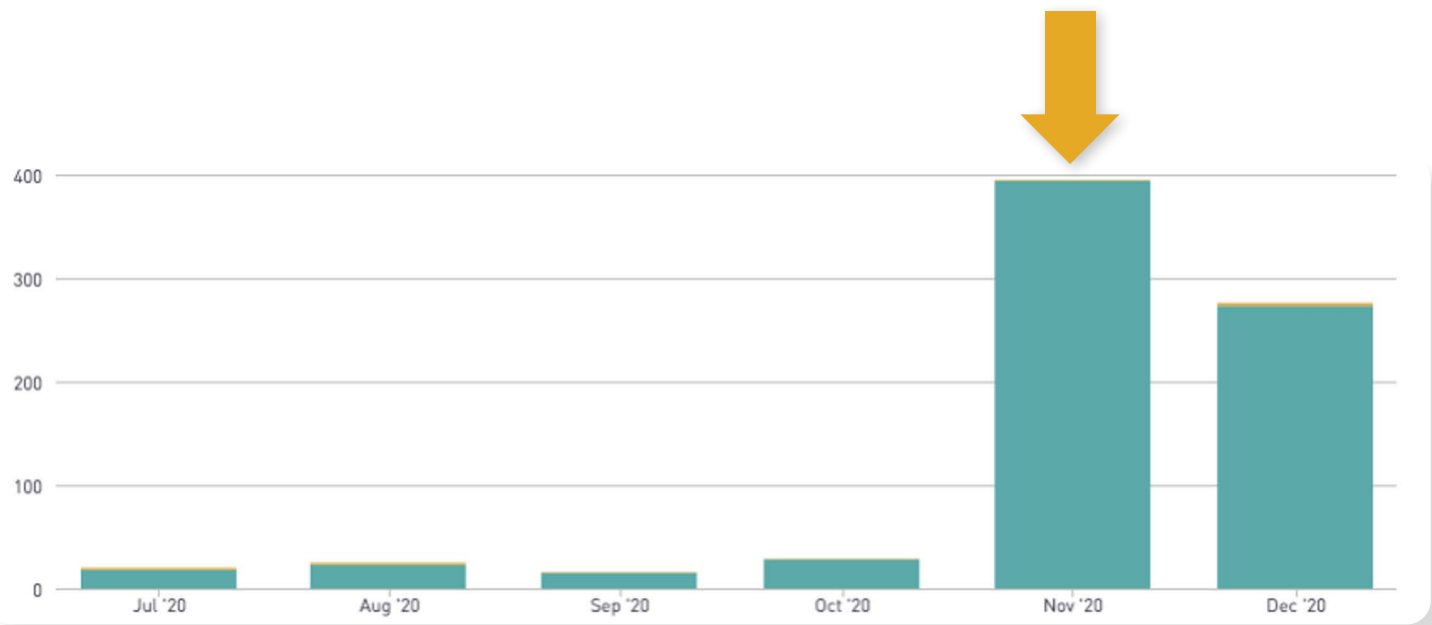
Cooper's MyChart announcement



Yakima Valley Farm Workers Clinic

Yakima Valley Farm Workers Clinic was born to address the needs of migrant and seasonal farm workers who were regularly denied access to health care resources. Today, Yakima Valley is one of the Pacific Northwest's largest community health centers, providing medical, dental, behavioral health and social services to more than 197,000 people a year.

Since they started working with us in 2019, Yakima Valley implemented the Epic Native integration and made their community platform available through MyChart Desktop. Later, they added a Findhelp link in MyChart Mobile to meet seekers where they are and saw a **1,307% increase in users, a 1982% increase in searches, and a 696% increase in connections** from October to November without any additional marketing or communication efforts.



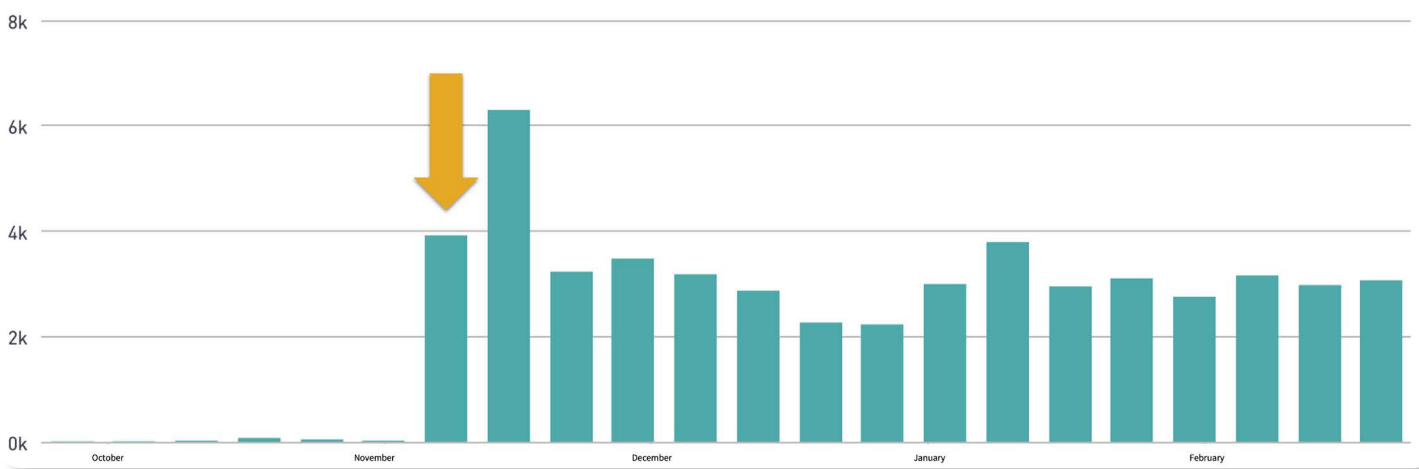
Users on Yakima Valley Farm Workers Clinic's Findhelp patient platform



Mount Sinai Health System

The Mount Sinai Health System is an integrated health care system providing medical care to their local and global communities. Internationally acclaimed for its excellence in research, patient care, and education across a range of specialties, Mount Sinai includes more than 7,200 physicians, including general practitioners and specialists, and 13 free-standing joint-venture centers.

A Findhelp customer since 2019, Mount Sinai linked their Findhelp patient platform as a “Resource” in MyChart and **the weekly number of patients searching for help jumped 15,000% from 20 to 3,000.**



Users on Mount Sinai's Findhelp patient platform



company.findhelp.com

> Provide Easy Access for Your Patients

Schedule a demo with us to see how we can partner to support your patients through a MyChart integration. Current Findhelp customers can connect with your Findhelp Customer Success Manager (or email customer@findhelp.com).