CipherConnect
Conversational Engagement Solution

Keep Patients In-Network With a Personalized, Frictionless Experience

Patients expect seamless and intuitive communications with their healthcare providers starting from the beginning of their interactions. They want to be known and have their care needs and preferences accounted for — and have no problem switching providers for more consumer-like experiences[1].

CipherConnect™ brings together patients and care providers by inter-connecting conversational data captured in real-time through our web chatbot with clinical data, giving providers a 360-degree view of all patient experiences. The chatbot engages patients for scheduling, intake form completion, and virtual waiting room capabilities, providing data and actionable insights that follow them at every step along their care journey. CipherConnect truly closes the communication loop with a scalable, intuitive digital front door experience to keep patients in-network, increase patient satisfaction, save staff time and drive revenue.

CipherConnect delivers:

Revenue Generation
Reduce no-shows and limit unbillable hours with appointment reminders and rescheduling opportunities

Truly Consumerized Experience
Upgrade the patient experience by meeting them where they are, on their mobile devices, enabling a digital conversation through natural language and HIPAA compliant messaging

Enhanced Workflow Automation
Save thousands of FTE hours annually by automating repetitive tasks, managing staffing shortages more effectively with digital outreach solutions

[1] https://patientengagementhit.com/news/poor-digital-health-experience-may-push-patients-to-change-docs

[2] Expected value generated per 100K ambulatory encounters

[3] https://info.cipherhealth.com/CHNw-Appointment-Reminders

Reduced Patient Wait Time[2] **75%**

Staff Time Savings[2] **33k** hrs/year

Recaptured Lost Revenue[3] **$3M**

CipherHealth

Every patient is unique. Know them all.

Key Benefits

Save Staff Time

- Keep provider schedules full, using appointment reminders to reduce no-shows and backfill open slots
- Save money by automating robotic tasks so staff can use their time more productively

Achieve Operational Precision

- Scale outreach by automating routine tasks
- Integrate with EHRs and other scheduling systems for a single patient view

Maximize Patient Engagement

- Reduce office wait times through convenient, user-friendly mobile appointment prep
- Remove barriers to adoption, eliminating the need for apps, passwords or portals
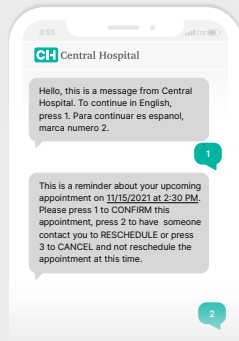
Improve Clinical Outcomes

- Consistent outreach to patients ensures they stay on track with follow-up appointments
- Bring back hard-to-reach or unengaged patient populations for care

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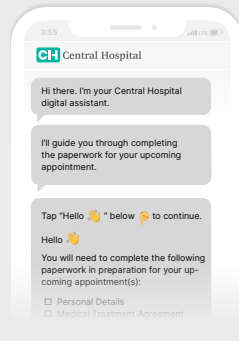## Drive revenue and save staff time, using **intelligent automation** at scale.

CipherConnect Programs
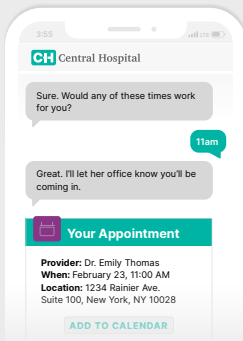
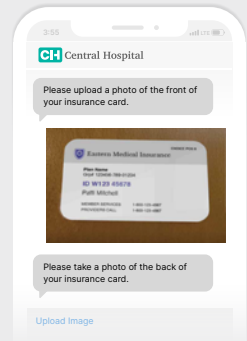**Appointment Confirmation**
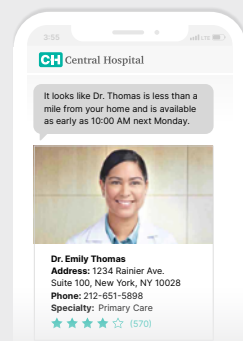Share booking details for new appointments.

Appointment Reminders
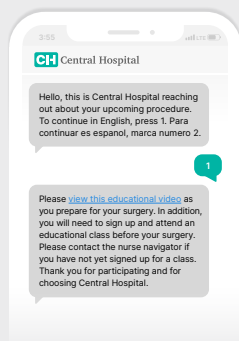Prompt patients to confirm, cancel or reschedule.

Appointment Prep
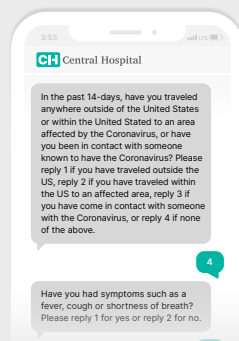Inform patients about next steps for arrival.

Data Intake
Collect data needed for paperwork and other documents ahead of arrival.
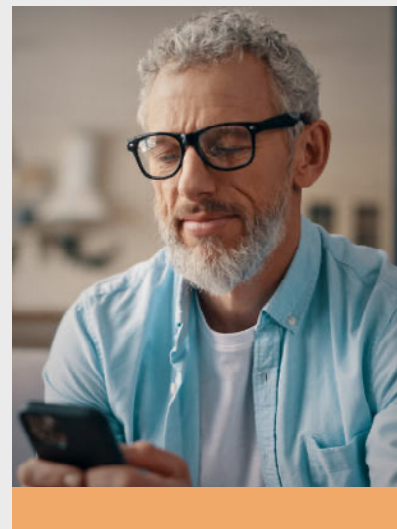
Appointment Scheduling*
Field scheduling inquiries to find a provider, and manage appointment times.

Pre-Care and Procedure Prep
Send procedure-specific reminders as well as directions and instructions.

Pre-Care Screening
Deliver screening surveys ahead of appointments.

*Available in a future release.

Central Hospital is used for illustrative purposes and is not intended to represent any actual hospital name.

CipherHealth

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