

The Patient Engagement Journey

Discover how the patient-provider relationship is enhanced through automation



Patient Inquiry

Patient engages with a healthcare provider and initiates the journey.

Pre-Care



Scheduling

Field scheduling inquiries to find a provider, and manage appointment times.



Booking Confirmation

Share instant booking details for newly scheduled appointments.



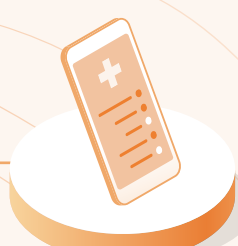
Appointment Reminder

Prompt patients to confirm, cancel, or reschedule.



Data Intake

Collect HIPAA-compliant data and consent forms, screeners and insurance information.



Pre-Care & Procedure Prep

Inform patients on the next steps for arrival, such as safety instructions, remote registration, and check-in.

Point-of-Care



Check-in Confirmation

Initiate digital check-in upon arrival; notify staff to finalize registration and appointment status.



Invitation Inside

Invite patients to enter the facility, or deliver other instructions as needed.



Care Recordings

Reduce avoidable hospital readmissions with care recordings to ensure patients and family understand the next steps of their care.



Patient Rounding

Use physician and nursing staff alerts to quickly resolve clinical issues and create meaningful interactions that show patients you care about their needs and preferences, and alert patient advocates if patients have questions about their care.

Post-Care



Post-Discharge Follow Up

Check on patients after they leave the facility to confirm they understand their care plan and streamline patient coordination.



Post-Visit Communications

Follow up with patients after appointments including ambulatory and outpatient visits, as well as ED visits, to inquire about their health, share test results or ask about their satisfaction.



PROMs

Use patient-reported outcomes to assess quality of care.



Back to Scheduling

The Patient Engagement Journey Provider Perspective

Automate repetitive tasks while still letting patients feel engaged



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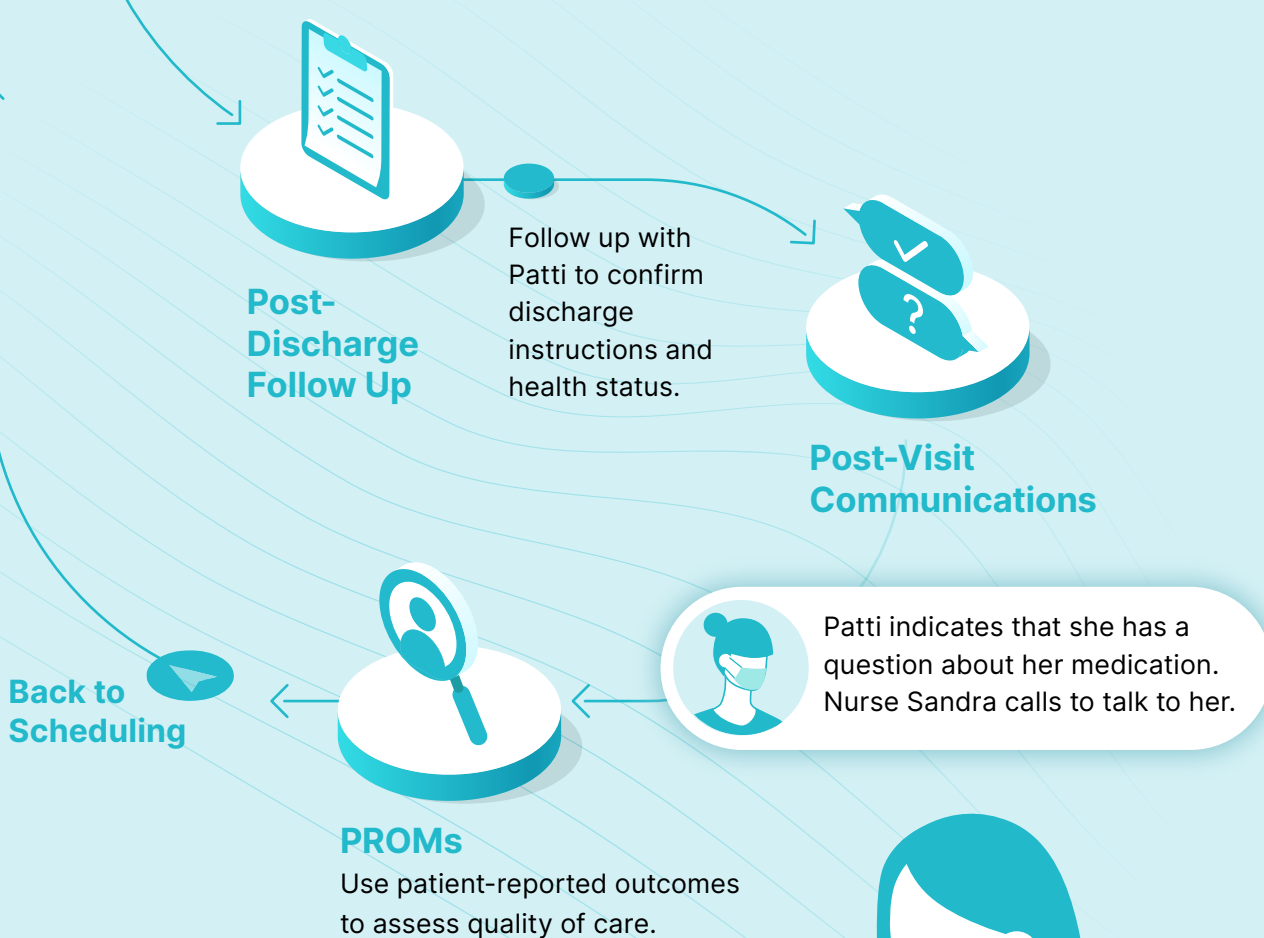
Pre-Care



Point-of-Care



Post-Care



The Patient Engagement Journey Patient Data Perspective

Capture and track data to maximize ROI



Patient Inquiry

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Pre-Care

EHR ACTIVATION GATEWAY

Verify message delivery and identify unexpected message activity.

Scheduling

Review outreach activity trends and reach rates.

Booking Confirmation

Appointment Reminder

Analyze data related to Appointment Reminder program.

Pre-Care & Procedure Prep

Data Intake

Point-of-Care

Check-in Confirmation

Invitation Inside

View survey program activity and filter by variables including response types, time range, location and staff.

SURVEYS

Care Recordings

Patient Rounding

Evaluate patient engagement & trends across multiple values.

Post-Care

Post Discharge Follow Up

Analyze Post-Discharge Outreach for single and multi-call programs.

Post-Visit Communications

HOME HEALTH

Measure interactions with home health patients.

PROMs

Back to Scheduling