

How to Enhance Patient Communications

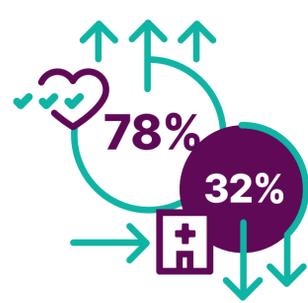
Outreach done right is more than just a follow up call or text. Timely, personalized communications can drive meaningful interactions among patients, providers and caregivers across pre-care and post-care settings. When messages can be intelligently automated via a single solution, care teams can optimize their efforts, achieve major efficiencies in resource allocation and ensure consistent care for patients — all of which can bring new revenue opportunities and financial savings.

However, many health systems still rely on manual outreach efforts and inconsistent workflows that lead to subpar experiences for both patients and staff, as well as the health system.

What organizations need is an award-winning outreach solution that addresses no-shows, improves clinical outcomes, increases hospital revenue and enhances patients' experience of their care.

Why CipherHealth is Ranked #1 Best in KLAS 2023

CipherOutreach's Proven Results



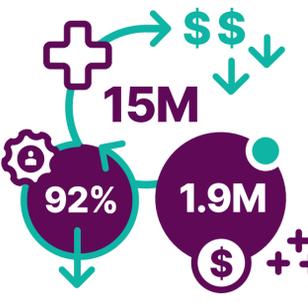
Clinical Outcomes

78% increase in preventative screenings at UCSF
32% reduction in readmissions for inpatient + ED at Community Health Network



Patient Satisfaction

90% patient satisfaction with the CipherConnect digital assistant
23% increase in post-discharge reach rates via SMS + voice calls at UC Irvine
13 point jump in NPS scores at a non-profit community teaching hospital



Financial & Operational Measures

\$15M in cost savings at Intermountain Healthcare
\$1.9M in added revenue with appointment reminders at Eskenazi Health
92% reduction in labor utilization through automation at a leading comprehensive care network

Customer Satisfaction

“Once an organization has CipherOutreach, they won’t want to let the product go. We have had it for a few years now, and I don’t plan on letting CipherOutreach go because it is such an easy solution, and the product is ingrained in what we do. And we can keep changing because the product is flexible. We can change the questions when we want to see where our needs are. If people haven’t tried CipherOutreach yet on their patient experience journey, they should know it is another tool in the toolbox that helps add to where they are going.”

CMO, September 2022

“CipherHealth is very responsive. When we have concerns, the vendor addresses them quickly. The vendor is proactive as well. The product has helped us reduce our readmissions. CipherHealth is more like a partner to us than a vendor.”

Director, November 2022

“CipherOutreach is very easy to use and straightforward. The work queue is easy to manage, and it makes sense. The text-message function and phone outreach are user friendly on the patient end. Patients are able to reach us easily, and we tend to get a lot of good feedback.”

Analyst/Coordinator, December 2022

“We have had great experiences with CipherHealth. The vendor has provided great customer service any time that we have received any follow up from them. CipherHealth has definitely been one of the best companies that we have ever worked with when it comes to customer support and service. The vendor’s people do great work.”

Director, December 2022

