

Dynamic Scheduling & Referral Solution

Automatically identify cancelled appointments that can be offered to patients on your waitlist and identify inbound referrals that need to be scheduled; text patients with an offer, and if accepted, schedule the appointment within the EMR and confirm the booking via text.

Rapid Deployment

Pre-built solution that deploys with EMR integration, typically within a few months

Quick Time To Value

Payback expected **within 3 months** of deploying with positive **impact to patient lives**

Value-Based Fees

Install / set-up costs are **recuperated via a small % of revenue** from filled appointments

Automated Appointment Offer



Book & Confirm



Improved Patient Outcomes: Provide patients with the opportunity to be seen sooner, impact patient lives by being more accessible

Immediate Revenue Impact: Reduce lost provider capacity through dynamic rescheduling and accelerate revenue by automating the scheduling of inbound referrals

Improved Efficiency: Eliminate the need for staff to monitor waitlists and make calls to patients when appointments are cancelled and reduce inbound referral-related calls

Better Scheduling Insight: Leverage pre-built dashboard reporting to monitor and measure the impact of dynamic scheduling

Top U.S. Pediatric Hospital

- **44%** of offered appointments filled (vs 15%-20% typical)
- **\$500K** incremental revenue in 6 months
- **95%** appointment completion rate (vs 50-60% typical)
- **4 FTE's** equivalent of effort

Personalized

Pre-built algorithms use business rules to offer appointments to the right patients, taking into account preferences such as location, with multi-language support

Adaptable

Preview and run configurable algorithm; adjust business rules for the automation as needed

Interoperable

Pre-built integration enables waitlisting, appointment cancellations and re-bookings to write from SMS text directly into the EMR

Insights-Driven Results

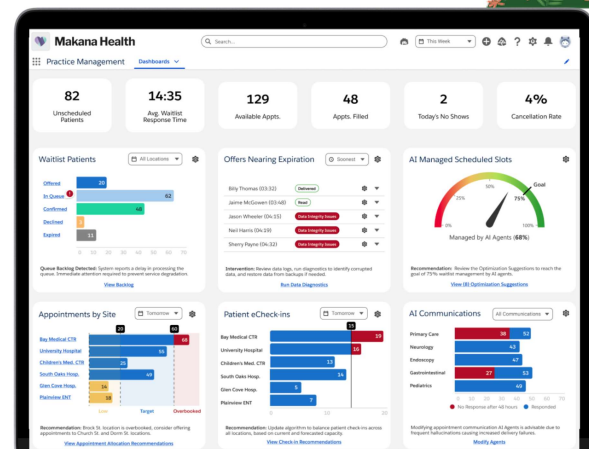


Fig 1. Monitor waitlist volume, fill rates, engagement rates, average days of improvement with a pre-built dashboard that demonstrates how you are performing

Omni-presence Engagement

Engaging patients on optimal channels with frictionless engagement

Proactive Patient Engagement

Based on specialty and appointment type based algorithms to optimize approach

Recapture No Show & Cancellation

Real-time integration with EMR to manage and monitor open appointment slots

Active engagement with automated patient outreach to reduce referral leakage

Reduced Referral Leakage

Solution Package

- Health Cloud**
Ensures security of PHI for patients throughout scheduling process
- Marketing Cloud**
Enables SMS texting and personalization based on preferences
- Mulesoft**
Pre-built integration to the EHR for seamless appointment booking
- Data Cloud & AgentForce**
Appointment & patient data and AI automation to drive optimal engagement