



Make the most of every customer visit™

Patient Journey Optimization

Care delivery planning and Real-time orchestration platform

Lior Miller

Sr. Director Healthcare Solutions and Market Development, Q·nomy Inc.

- Established 2002
- 100 employees WW
- Offices in US, Canada, Tel Aviv
- Strategic Alliances - NCR, Amdocs, Microsoft
- Multiple channels WW (VAR's, SI's, Dev partners)
- Main markets – **Healthcare**, Government ,Financial services, Telco, Retail, Education,



Sheba - Academic Medical Center Hospital



We enable *true* omni-channel, patient centric business processes and journeys

Optimize and merge digital & physical patient journeys

Optimize back-office processes into patient journeys

Preventing cross channel hand-off loss (data, satisfaction)

Optimize patient journeys with resources, staff, capacity



Improve Patient Experience

Self-service and interaction tools to engage and empower your patients



Reduce Operational "Waste"

Streamline and harmonize resources, processes and workflows with our optimization tools



Shorter Time To Payment

Minimizing delays and idle time for quicker care delivery



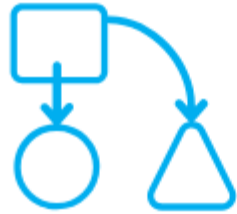
Complementing Your eHR

Full interoperability with incumbent eHR



Manage Patient Throughput

Plan, control, and direct patient flow



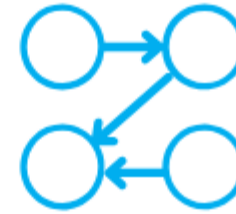
PM

Business process management facilitates care path automation workflows



IM

Patient and staff interaction management using our omni-channel tools



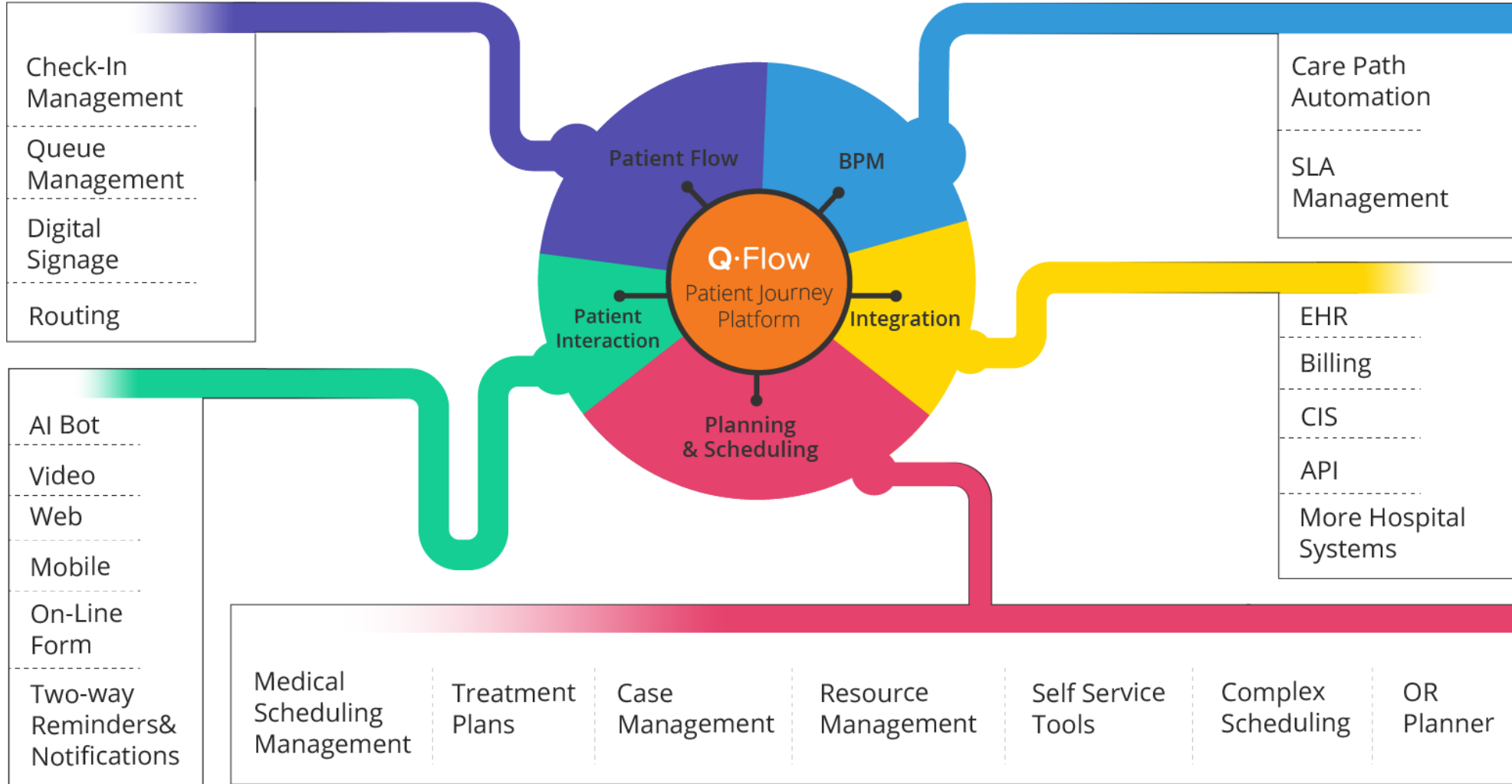
QM

Patient flow management facilitates check-in, case management, queuing and routing



AM

Medical appointment booking with online scheduling and resource management



Optimized patient journey – from digital to in-facility optimization



Patient centric, complex process optimization – Single SLA for F2F, back office work, resources and staff





Make the most of every customer visit TM

Thank you!

Lior Miller
Sr. Director, Healthcare Solutions and Market Development



Patient Journey, Optimized

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