Changing reimbursement models and financial pressure to produce outcomes require improved patient engagement and high-quality care delivery.

Providertech automates communication workflows using text, voice, and email, which helps providers, payers, and FQHCs reduce their workload while engaging patients at scale before, during, and after care.

Integration with EHRs and Microsoft Azure ensures customers can seamlessly deploy solutions that are customizable, HIPAA compliant, and easy to manage.

Why Providertech? Providertech helps reduce manual efforts so you can focus on caring for your patients. Providertech customers benefit from:

1. **Reduced No-Show Rates** while saving money & increasing revenue
2. **Improved Quality Outcomes** while advancing value-based care
3. **Enhanced Patient Satisfaction** while improving online reputation

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### Conversion in Population Health Outreach

- Target overdue populations using your EHR data & rules
- Scale population health outreach with automation
- Measure effectiveness of messaging and gaps in care

### 60% Reduction in No-Show Rates

- Customize messages & delivery (email, text, or voice)
- Predict & address no-shows with analytics
- Send automated appointment reminders at scale

### 43% Conversion in Population Health Outreach

**Great Experiences | Better Outcomes**

<table>
<thead>
<tr>
<th>60% Reduction in No-Show Rates</th>
<th>43% Conversion in Population Health Outreach</th>
<th>5X Patient Feedback Response Rates After Visits</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Customize messages &amp; delivery (email, text, or voice)</td>
<td>• Target overdue populations using your EHR data &amp; rules</td>
<td>• Route positive patient feedback to review sites</td>
</tr>
<tr>
<td>• Predict &amp; address no-shows with analytics</td>
<td>• Scale population health outreach with automation</td>
<td>• Fend off negative feedback through service recovery</td>
</tr>
<tr>
<td>• Send automated appointment reminders at scale</td>
<td>• Measure effectiveness of messaging and gaps in care</td>
<td>• Identify quality trends using AI language processing</td>
</tr>
</tbody>
</table>

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Today's healthcare landscape measures quality by patient outcomes and patient satisfaction. Providertech’s automation helps us engage with our patient populations and deliver value-based care at scale. And, a partnership with Microsoft’s Azure Cloud ensures we can quickly deploy a secure solution that is HIPAA compliant—and tailored to our practice’s needs.

**Andrea Mendoza MSN, RN**
Adelante Healthcare
Providertech’s Patient Outreach Software is the Only Solution Enabling Adoption of Healthcare Reform That Allows You To:

**Achieve Multiple Engagement Strategies At The Same Time**
- **Take action** on gaps in care using our rules engine driven by your EHR data
- **Leverage pre-built integrations** into your Electronic Health Record or Practice Management System with quick customization based on your business needs
- **Easily understand** the effectiveness of messaging & care plans on outcomes

**Expand Care Teams Without Additional FTEs**
- **Scale outreach** with automated population health voice & text protocols
- **Drive live inbound calls** directly to your care teams using voice detection technology
- **Eliminate wasted time** with unanswered calls as we leave professional voice artist built messages

**Create Front Office Efficiencies**
- **Customize two-way text & voice reminders** for any appointment type, provider, or office location
- **Leverage land line detection** technology to ensure land line phones receive voice reminders instead of text
- **Track appointment data**, opt-outs, & responses in self-service portal

**Improve Service & Reputation Management**
- **Receive real-time patient feedback** via text- based two-way satisfaction messages
- **Automatically push promoters** to reputation sites to capture positive patient reviews
- **Leverage AI** language processing engine to detect quantitative scores versus text based feedback

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**How it Works**

*Providertech’s CareX Platform*
- Population Outreach
- Appointment Reminders
- Patient Satisfaction
- Robust Analytics

*Communications*
- Text
- Email
- Voice

*Microsoft Azure Cloud*
- HIPAA Compliant
- Secure
- Automated
- Scalable

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**Rules Configuration**

**Reports**

**Self-Service Portal**

**Dashboards**

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**About Us.** Providertech helps healthcare teams scale care management beyond the traditional care setting. Using automated communications built within Microsoft Azure Cloud, Providertech’s customizable, patient-centered solutions optimize operational efficiency and improve health outcomes for value-based care initiatives—while reducing costs and increasing revenue.