

## Scalable Patient Outreach Driving Value-Based Care

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



**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

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



**5X**  
Patient Feedback  
Response Rates  
After Visits

- Route positive patient feedback to review sites
- Fend off negative feedback through service recovery
- Identify quality trends using AI language processing

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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

## Create Front Office Efficiencies

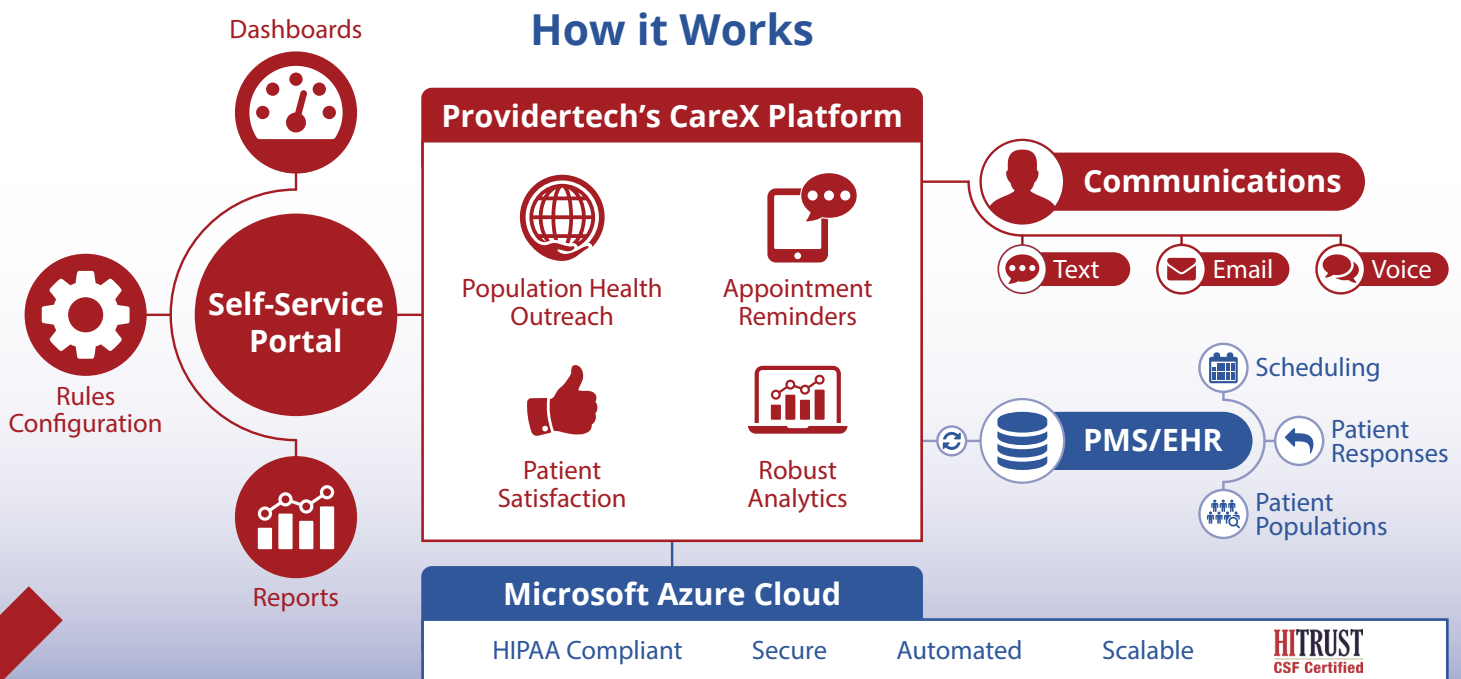
- **Customize two-way text & voice reminders** for any appointment type, provider, or office location
- **Leverage land line detection** technology to ensure land line phones receive voice reminders instead of text
- **Track appointment data**, opt-outs, & responses in self-service portal

## 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

## 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



**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.