ACQUEON

USE CASE: Acqueon for Appointment Scheduling & Adherence

Patients expect medical appointments to be convenient. That includes reminders about those appointments. Between error-prone processes, lost revenue, high operational cost & low clinical morale, missed appointments have major repercussions on the healthcare industry.

$150B

The annual cost of missed appointments every year in the U.S.

THE TOP APPOINTMENT ADHERENCE CHALLENGES

(as described by our healthcare customers)

Healthcare providers need a strategic partner and modern technology to help reduce negative impacts of outdated/clunky appointment scheduling & notification processes. They need a partner to help them create positive, seamless patient experiences.

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We need to offer self-serve options; we know it's what our patients want and it would reduce our staff's workload.

Our patients can't change or cancel appointments online, so they miss them.

The revenue backlash from too many missed appointments has gotten ridiculous. It's unacceptable.

We're using multiple channels to communicate with patients, but they all run separately. We end up re-contacting already-confirmed patients or sometimes those who told us not to call again!

Staffing is a constant sore spot; add the impact of missed appointments, and it feels like we're fighting a losing battle.

PROVIDERS USE ACQUEON TO MINIMIZE MISSED APPOINTMENTS + MODERNIZE SCHEDULING

Acqueon Engagement Cloud: it's the leading Conversational Engagement Platform & includes:

1) An advanced Campaign Manager powered by:

2) AiQ (Acqueon's Data Intelligence platform w/ built-in, Real-time Conversational Intelligence capabilities & a Customer Engagement Data Platform).

- Enables outbound omnichannel (e.g. voice + digital) campaign management
- Massive positive impact on patient experience w/ personalized messages
- Reduces manual workload; staff can quickly filter patients by demographic criteria & automate targeted campaigns
- Includes predictive models to determine Next Best Action
- Easy to setup/use Reports & Dashboards
- Built-in Compliance Suite for complete compliance adherence

HEALTHCARE BUSINESS FUNCTIONS THAT BENEFIT W/ ACQUEON

- ✓ Appointment Adherence
- ✓ Patient Event Notification
- ✓ Self-service
- ✓ Post-appointment QM & Surveys
- ✓ Payment Notifications
- ✓ RCM/Collections

HEALTHCARE VERTICALS THAT TRUST ACQUEON FOR PROACTIVE PATIENT ENGAGEMENT

- Hospital Systems & Hospitals
- Healthcare Payers & Revenue Cycle Management
- Medical Insurance
- Preventative Medicine
- Vaccination Engagement Initiatives

RESULTS & OUTCOMES: HOW PROVIDERS ARE MEASURING SUCCESS

Success is defined differently at every company, but most of our Healthcare Provider customers measure similar KPIs. Based on typical outcomes, here's how using Acqueon has improved success KPIs for our customers:

- **+58%** Patient Satisfaction
- **+17%** Appointment Adherence
- **+29%** Net Promoter Score (NPS)
- **−29%** Time to Receive Payment
- **+4%** Revenue per Patient
- **+47%** % of Patients to Self-service

WHY ACQUEON?

1. We're proven to help Healthcare providers maximize the full potential of every patient conversation & transform from reactive to PROACTIVE patient engagement

2. Acqueon Engagement Cloud is the leading Conversational Engagement Platform for patient engagement @ large/mid-size Healthcare Providers (customers include Molina Healthcare, The Brooklyn Hospital Center (part of Mt. Sinai), Planned Parenthood, Honor Health, El Rio Health, Geisinger Medical Center & more)

3. Integrates w/ all leading on-prem & cloud Contact Center solutions (plus Epic, Salesforce & virtually all Systems of Record)

4. **Built-in** Compliance (so you don't have to worry about DNC and the long list of rapidly morphing/growing Federal/State regulations)

5. **Built-in** Real-Time Agent Coaching, Real-Time Agent Guidance & Real-Time QM (so you connect more **AND** get to YES-outcomes more!)

Outperform Revenue & Patient Satisfaction Goals: Use Acqueon's Conversational Engagement Platform for Healthcare Providers.