

RightPatient®

Personalized patient experience

RightPatient® brings a 360 degree approach to the patient experience through personalization, operational optimization & retention.



Personalization

Know your patients at a deeper level so they can all feel like VIPs.



Operational Optimization

Increase efficiency and productivity to boost HCAHPS scores.



Patient Retention

Keep your brand engaged with patients while improving their wellness.

Partial Customer List:

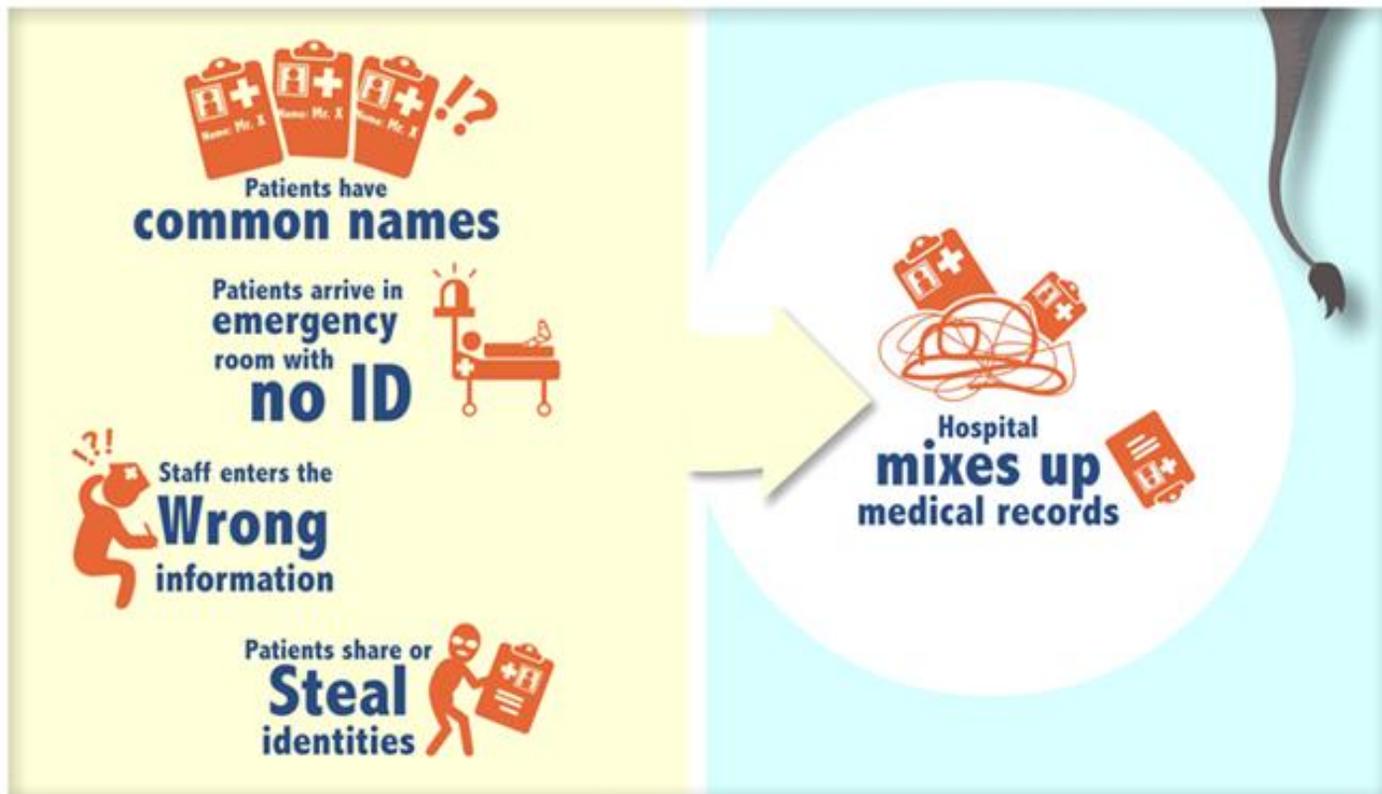


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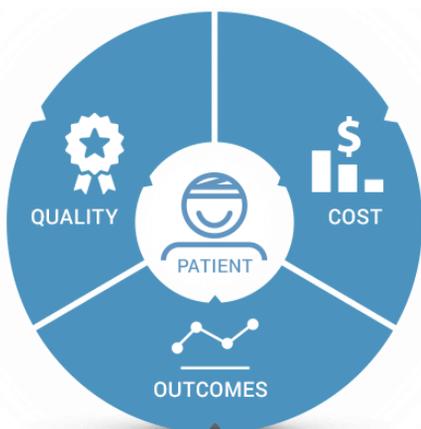
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Record mix-ups and adverse events are a serious **threat** to patient safety, satisfaction & care quality.



The elephant in the room



High-quality data is the key to keeping patients safe, secure & happy.

Mix-ups corrupt data.

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Patient experience is important because it affects **engagement, revenue & reputation.**

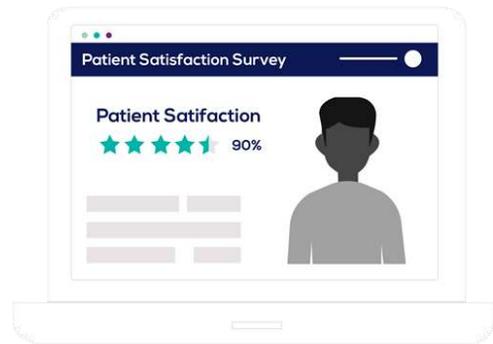
\$1.4 million



Lifetime value
of a patient

(U.S. Census Bureau)

90%



Patients that will leave
without a satisfactory digital
experience

(2018 Black Book study)

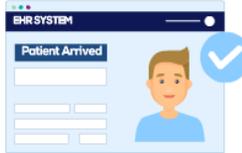
“Patient experience is increasingly being used by insurance payers as a metric to assess the quality of care that healthcare organizations are providing, and consequently is changing the way that those payers structure contractual agreements.”

Source: NRC Health

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ENCOUNTERS



Know patients with certainty to streamline check-in, prevent mix-ups and improve safety.



RETENTION



Keep your brand connected with patients and improve their wellness.

RightPatient AI



BUSINESS OPTIMIZATION



Automate processes & digitize data to create a smooth and positive patient experience.

PATIENT INSIGHTS



Know patient preferences to customize services and improve HCAHPS scores.



"When I am reviewing a chart, the picture helps bring back the nuances of previous discussions I had with the patient in ways that notes can't."



"We have seen significant reductions in both chart corrections and duplicate medical records after installing RightPatient."



"The implementation of the software is about patient safety - making sure that the correct medical record is selected every time."

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Create a VIP Check-In Experience



Make the check-in process easy for patients like CLEAR at the airport. Simply taking a picture retrieves the correct EMR to prevent mix-ups.

Use our wireless mobile device to identify patients, perform quick registrations, and view the correct patient details in the ED.



Setup a quick check-in station in outpatient areas with RightPatient Queue to automatically arrive patients & improve registration efficiency.



"As an identifier, RightPatient sure does help because we will have somebody that has the same first and last name. That has saved us a lot of risk."

Phyllis Peoples
CEO
Terrebonne General Medical Center



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Optimize operations and access patient insights to improve HCAHPS scores.



Digitization improves operational performance and patient satisfaction. Our ÓHealth suite of apps empowers employees to work more efficiently and productively so that patients have a better experience.



EMRLink



CliniCheck



OpRounding



Cliniki

* The suite includes many apps. This is just a sampling.

The ÓHealth app suite is powered by our CloudApper™ platform which can be used to instantly create web and mobile apps without any coding.

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Connect with patients and employees using the CircleCare® health motivation & wellness app.



 **CircleCare®**

Healthier and happier patients stay loyal and produce better organizational results. Stay connected and incentivize users to improve their wellness with the CircleCare app.

- ❖ Marketing platform to promote sponsored content and reinforce your brand
- ❖ Offer rewards, coupons & other incentives to stay top-of-mind and engaged
- ❖ CircleCare® makes it fun and rewarding for users to improve their health
- ❖ Includes gamification and access to health groups to encourage healthy behaviors

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Quick time to value!

1

RightPatient® provisions cloud account & sends test software within 24 hours.

2

RightPatient® and its partners assist with software configuration & testing.

3

Go-live in less than 30 days with very minimal IT resources required.

RightPatient® has a **low-level integration into Epic** & our Universal Plugin version works seamlessly with other EHR systems. We have customers using Cerner, Siemens, McKesson, Meditech and more.

- ❖ Dynamic plugin seamlessly interfaces with any EHR software
- ❖ RightPatient® becomes part of EHR workflow
- ❖ Maximizes utility and minimizes user error without the need for manual input
- ❖ Back-end HL7 integration enhances platform value

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Awards



Let us know how we can help

Contact Us

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