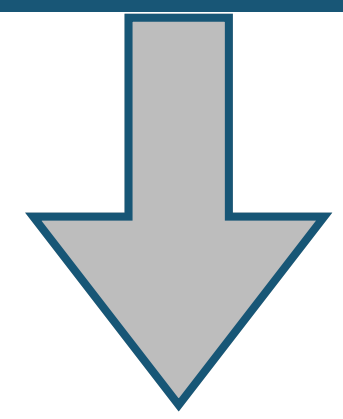
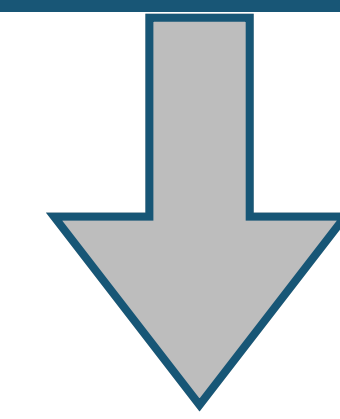
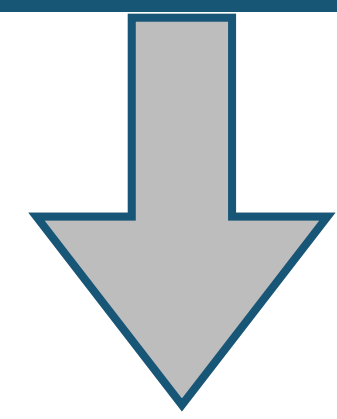
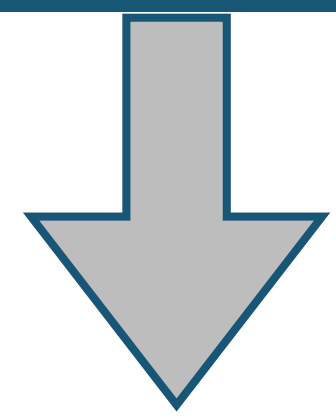


Digital Patient Engagement

Zappix transforms the patient journey with an AI-powered **Digital Patient Engagement** platform to improve the quality of care and increase patient access & satisfaction. The cloud-based solution enables workflow automation, rapid deployments, integration to EMRs & back-end systems, and provides a comprehensive Actionable Analytics Suite.



Patient Acquisition

Patient Outreach

Referral Management

Live Chat

Before Visit

Real-Time Scheduling

Pre-Procedure Instructions

Visual Appointment Reminders

Patient Education

During Visit

Digital Intake Process

Digital Payments

After Visit

Post-Procedure Instructions

Digital Surveys

Recalls

Care Gap Management

Zappix Differentiators & Benefits

- Frictionless patient experience
- No need to download an app
- Personalized care journey
- No patient login credentials required
- Visual, digital, and mobile focussed patient journey

- **Streamlined Deployment** – Implement in 4 weeks
- **Production changes within hours or days, not weeks or months**
- Minimal IT efforts
- API or batch file connectivity

- Multi-Channel Proactive Engagement and Outreach
- Comprehensive Analytics Suite
- Telephony Integration



Increase Revenue



Alleviate Admin Burden



Improve Patient Care & Experience



Client Outcomes

1. Appointment No-Show Reduction

Appointment Success: Timely digital appointment reminders automated through Zappix's Digital Patient Engagement Platform have reduced appointment no-show rates from **17%** to under **5%**

2. Late Cancellation Improvement

Better Outcomes: Late cancellations have been reduced from **15%** to **2%** for gastroenterology practices by proactively engaging with patients through timely messages containing pre & post procedure instructions

3. Automated Referral Reminders

Increased Booked Appointments: Automated and customizable cadences of digital outreach have doubled the booked appointments rate, while saving **1,000s of hours** of manual administrative work

4. Improved Competitiveness

Real-Time Feedback: Discover key insights into user trends and consumer behaviors to improve overall patient experience with the real time feedback received through digital surveys

Real Client Results:

	Before Zappix	After Zappix
Number of procedures per year	57,500	57,500
The average cost of each procedure	\$425	\$425
The current rate of "no-shows"	15%	5%
Number of "no-shows" (procedures)	8,625	2,875
The cost of "no-shows"	\$3,665,625	\$1,221,875
Saving- Improvement of:		\$2,443,750

Example Care Journey Pre & Post Procedure Instructions



Sending the **right** message, at the **right** time, to the **right** patient, via the **right** media