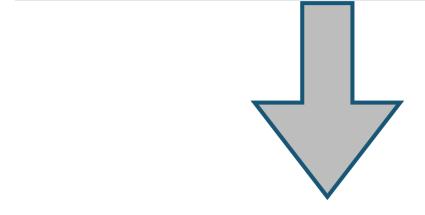


## Digital Patient Engagement

Zappix transforms the patient journey with an Al-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.

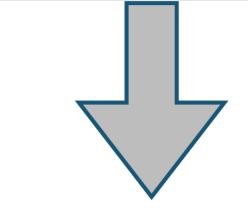


#### Patient Acquisition

Patient Outreach

Referral Management

Live Chat



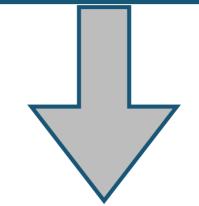
#### **Before Visit**

Real-Time Scheduling

Pre-Procedure Instructions

Visual Appointment Reminders

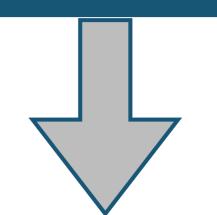
Patient Education



#### **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





Increase Alleviate Revenue Admin Burden



Improve Patient Care & Experience



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



### 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

14 Days Before Procedure

Your knee

surgery is

here for

<u>de32w</u>

scheduled for

November 19 at

10:30AM at ABC

Healthcare. Tap

instructions to

follow today:

https://bit.ly/zxc

Seven Days before Procedure

L Go to your Pharmacy and busc

that has at least 4 tablets

. I box of Dulcolax 5 mg or generic

Dulcolax 5 mg tublets (bisecody)

I bottle (8.5oc) of Hiralax or generic

Simethicone anti-gas chewable/soft

gel tablets (Gas-x, Mylanta Gas,

· Buby Wipes, which may feel bette

than using toilet paper

Minutay (solumbytene styrol)

7 Days Before

Your knee

surgery is

here for

<u>12wsx</u>

scheduled for

November 19 at

10:30AM at ABC

Healthcare, Tap

instructions to

follow today:

https://bit.ly/zaq

ABC Healthcare

Six Days before Procedure

1. Follow a low fiber diet: avoid whole

grain breads, nuts, seeds, popcom, com,

fruits and vegetables. Refer to the low

2. You will be contacted in the coming

days via telaphone by a member of our

Plan time off of work for the day of your

You MUST have a responsible person

come to the hospital and drive you home

after your colonoscopy. If you do not have

a ride, your procedure may be cancelled

If you take a blood thinner, you may

need to stop taking it temporarily.

residue diet suggestions below.

staff with your arrival time.

Please Remember

1 Day Before

Your knee surgery is scheduled for November 19 at 10:30AM at ABC Healthcare. Tap here for instructions to follow today: <a href="https://bit.ly/vfr4">https://bit.ly/vfr4</a> 3edc

ABC Healthcare On The Day of Procedure . SIX hours before your arrival time. . Start drinking the remaining half ( quart or 32 ourses) of the Miralax mixture. (You may need to start drinking this in the middle of the You must finish this at least 4 hours before your colonoscopy. take another 2 Simethicone anti-gas chewables or soft get tablets with 8 punces of clear liquid. 3. Take your usual medications with a sip of water unions you are told otherwise. 4. You may have clear liquids today but 2 hours before your colonoscopy, do not

have anything more to drink.

Fully customizable based on a medical regimen

Day of

Procedure

Procedure driven, focused on patient experience

Support for multiple procedures 1 Days After 7 Days After

2 Weeks
After

Your knee

After

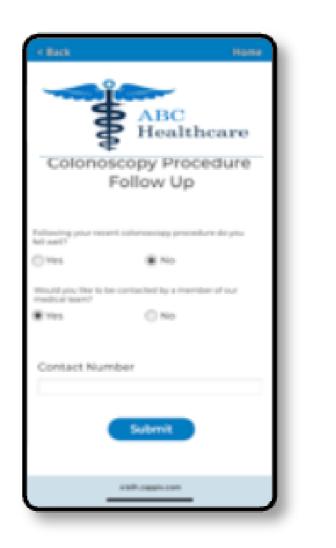
1 Month

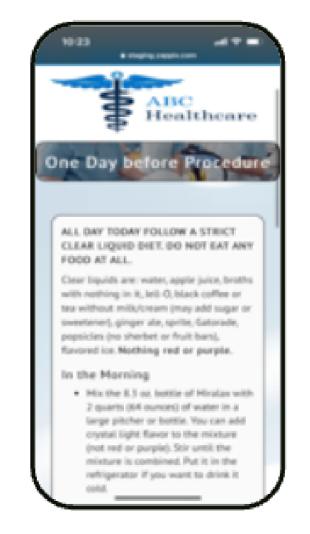
Your knee surgery was completed on November 19 at 10:30AM at ABC Healthcare. Tap here for your post-op procedure treatment plan: <a href="https://bit.ly/vfr43edc">https://bit.ly/vfr43edc</a>

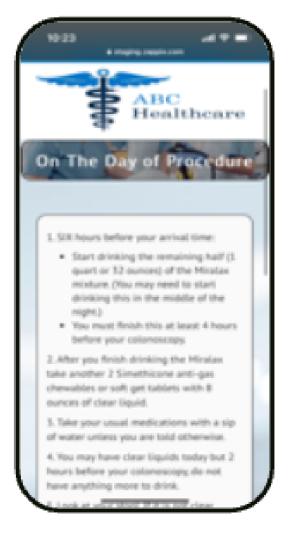
Your knee surgery was completed seven days ago at ABC Healthcare. Tap here for your 7-day appointment: <a href="https://bit.ly/vfr4">https://bit.ly/vfr4</a> 3edc

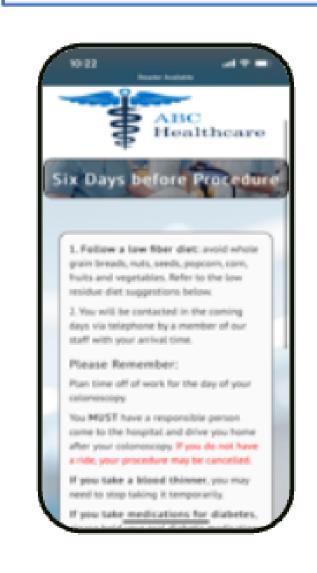
surgery was
completed 2
weeks ago at
ABC Healthcare.
Tap here for your
14-day
appointment:
<a href="https://bit.ly/vfr4">https://bit.ly/vfr4</a>
3edc

Your knee
surgery was
completed one
month ago at
ABC Healthcare.
Tap here for your
post-op
procedure
treatment plan:
<a href="https://bit.ly/vfr4">https://bit.ly/vfr4</a>
3edc









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