

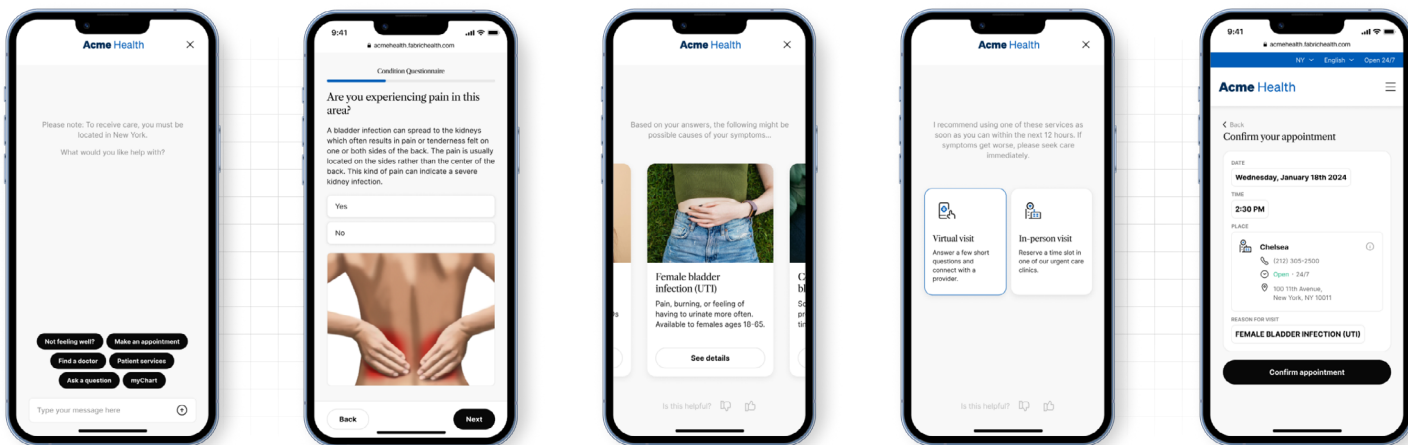
The Engagement Suite: Simplify patient access & outreach to improve outcomes.

fabric

The Digital Front Door® is your patients' first stop for convenient access to care, administrative assistance, answer questions, and more. Create seamless patient entry points and guide patients to appropriate resources while reducing routine work and maximizing open visit blocks.

Simplify access with conversational AI

Offer immediate support to patients and reduce admin and clinical work for staff with a conversational chat assistant on your website, app, or patient portal.



Be there 24/7/365

From billing and wayfinding to symptom checking and point of care navigation, Fabric's conversational AI-assisted chat directs them to the right resources.

Collect symptoms

Empower patients with self-service symptom checking, and virtually triage patients to navigate them to the right care options.

Routing & appointment scheduling

Allocate demand across virtual and in-person care based on availability and proximity. Fill available visit blocks to maximize capacity and increase revenue.

Our embeddable experience offers omnichannel access

SMS



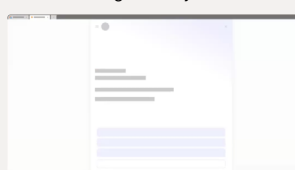
VOICE



MOBILE



DESKTOP Widget or fully embedded



Patients self-navigate
every day

100k

Contact center
cost savings

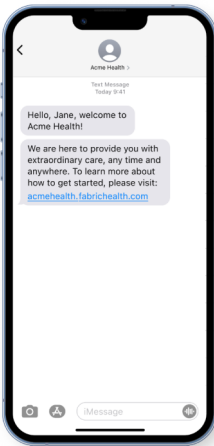
\$1.2M

“Using Fabric led to a 30% decrease in call center volume, alleviating hospital capacity constraints and improving patient experience.”

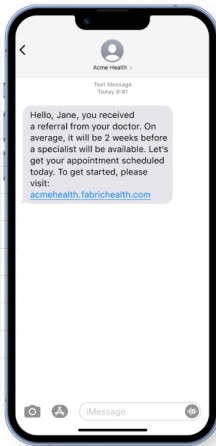
– Kevan Mabbutt, Chief Consumer Officer, Intermountain Healthcare

Proactive outreach drives better care.

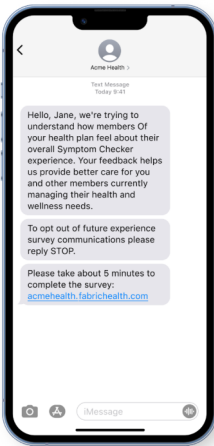
Lead patients into proactive engagement journeys to increase adherence, decrease readmission rates, and improve clinical outcomes. Choose from a variety of predefined or custom communications workflows.



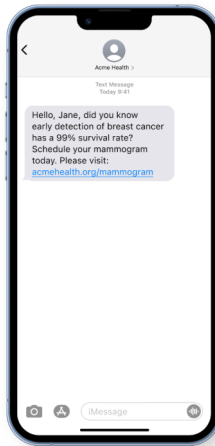
Launch marketing campaigns.



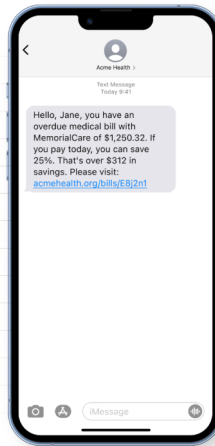
Streamline provider referrals.



Measure patient satisfaction.



Encourage preventative care.



Drive outstanding bill payment.

Engage & satisfy

Engage patients throughout their journey for better experiences and higher quality care. Drive tangible cost savings with engagement and self-service features.

Improve adherence

Intervene early and reduce readmission rates. Set timely reminders and leverage defined escalation paths to improve care plan adherence post-discharge.

Cover pre- & post-procedure

Monitor patient progress post-surgery, intervene between follow-up visits, and prevent no-shows. Engage perioperative patients with instructions and education to maximize OR utilization.

Reduction in hospital readmit rate

10%

Higher patient engagement rates (vs nurse calls)

58%

Powered by clinical intelligence.

Fabric is powered by our proprietary clinical intelligence engine, Loom. Loom is an expert clinical system and conversational AI built by clinicians.

Intelligently capture patient data to identify disposition triage, and route patients to the right point of care while automating SOAP notes, care plans, and visit summaries

Adherence to clinical guidelines before a care provider is involved

90%

Patient interactions across virtual and in-person care

12M+

Clinicians using Fabric today

3,500