

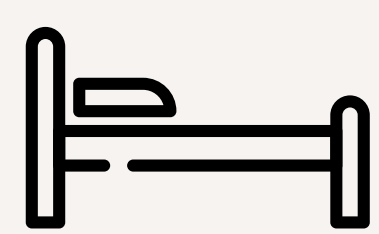


Redefining Urgent Care: Unifying Patient Experiences for Continuous Growth and Patient Satisfaction

How Saint Mary's Urgent Care Health Network units within its nationwide health network across the country have transitioned from inconsistent and lengthy patient journeys to seamless patient experiences.



Saint Mary's Health Network is a 380-bed acute care hospital offering inpatient, outpatient and wellness services focusing on fostering a continuous partnership with all of their patients, and helping them reach their health goals with superior care.



380-bed acute care



More than 50 providers

1877

Founded in 1877

Saint Mary's Health Network's Story

Since its founding in 1877, Saint Mary's has been committed to the health and well-being of Northern Nevada. The hospital is nationally recognized offering a wide range of essential services for the communities in the region.

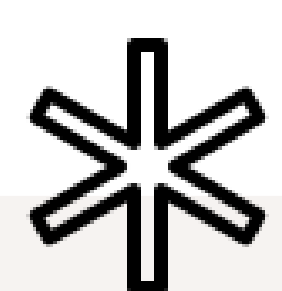
The Saint Mary's clinical team has always done an excellent job serving patients. But recently, it has become increasingly difficult to standardize patient intake and care across the many different centers and ensure consistent, high-quality care. As the company looked to expand its network, it needed a better way to standardize the patient experience and ensure revenue growth across all locations.

Specifically, Saint Mary's suffered from:

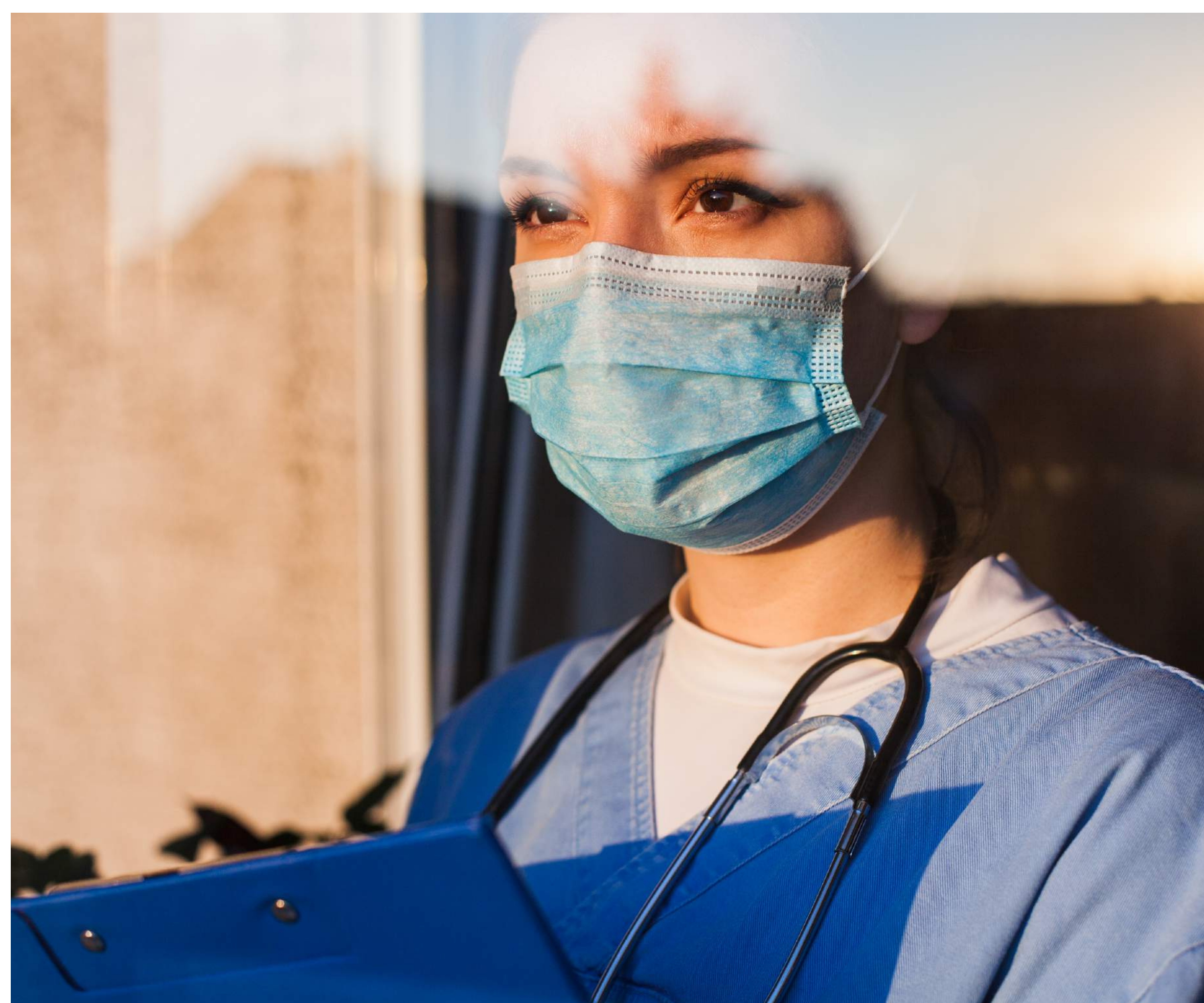
- High no-show rate of 22%
- Staff shortage in the call centers
- 54-minute average hold times
- Missed Annual Wellness Surveys impacted quality scores
- Penalties from HMO payer plans due to low-quality scores and care gaps.
- Chaos in Emergency Department.

Saint Mary's looked to Steer Health for help...

When Saint Mary's and Steer Health partnered, they sought a better way to handle patient calls, its online presence, and patient experiences across its several locations.



- **Patient access:** How can we improve patient access and experiences?
- **Revenue Growth:** How can we expand our positioning in the market?
- **Emergency care patient experience:** How can we transform urgent care operations from chaos to calm?



From Urgent Care Chaos to Calm

With Steer Health, the Saint Mary's team can better communicate with patients and connect multiple levels of care, including primary care physicians, specialists, emergency rooms, and urgent care. Patients can now more easily connect with their physicians. Front desk staff and the medical team have more time to provide high-quality, individualized care, leading to more revenue opportunities and long-term growth.

Driving Patient Access and Engagement

Steer Health uses intelligent automation for online appointment booking, rescheduling, and cancellation. Patients can choose a new time, for example, so Saint Mary's staff have a better view of available appointments that day. Follow-up appointments and notifications help further improve patient access and reduce no-shows.

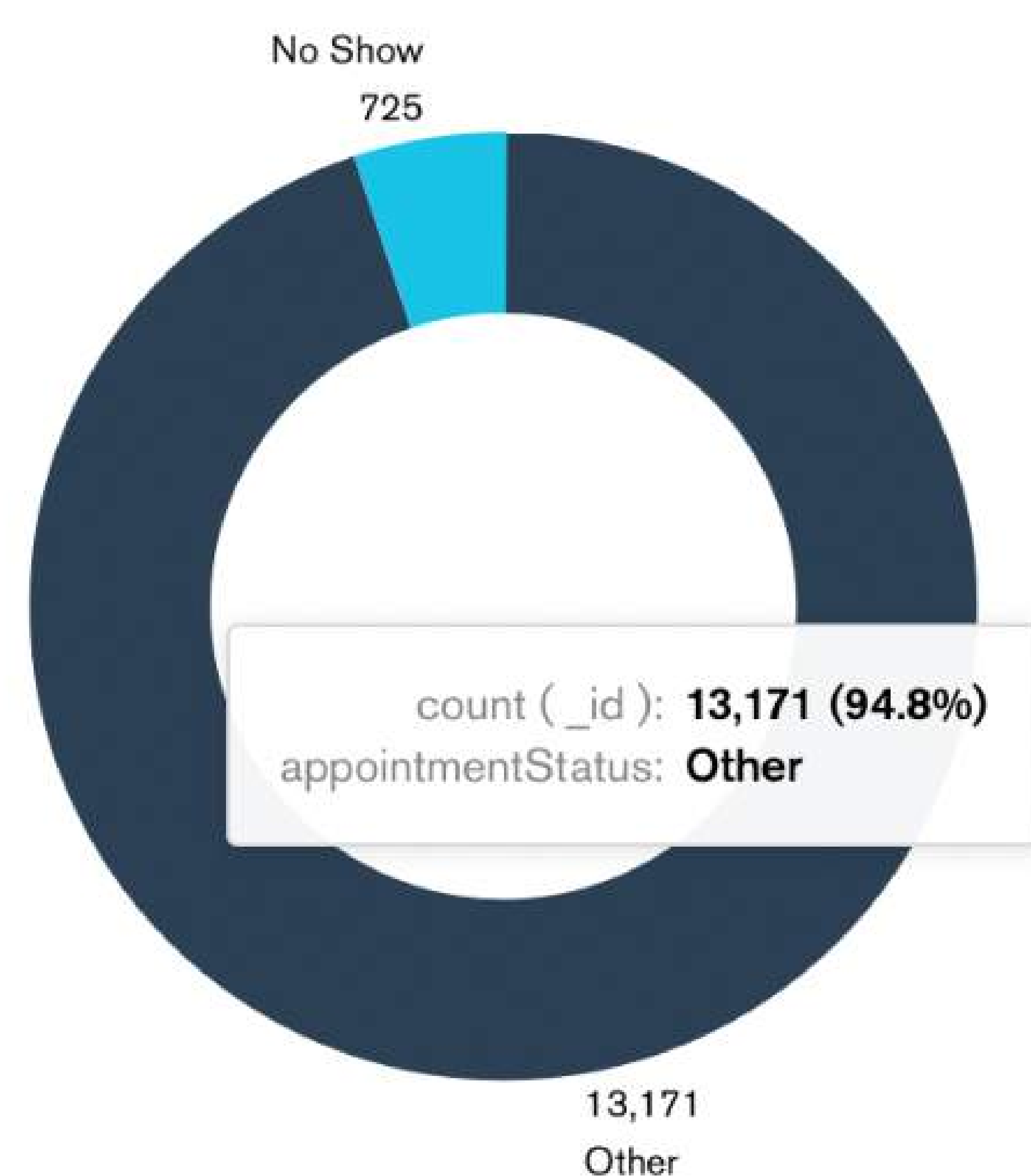


Results:

- **No-show rate from 22% to 5,2%** over 6 months
- **2,894 digital appointments** in a single facility in 6 months
- **Digital platform** handling the vast majority of patient requests after hours

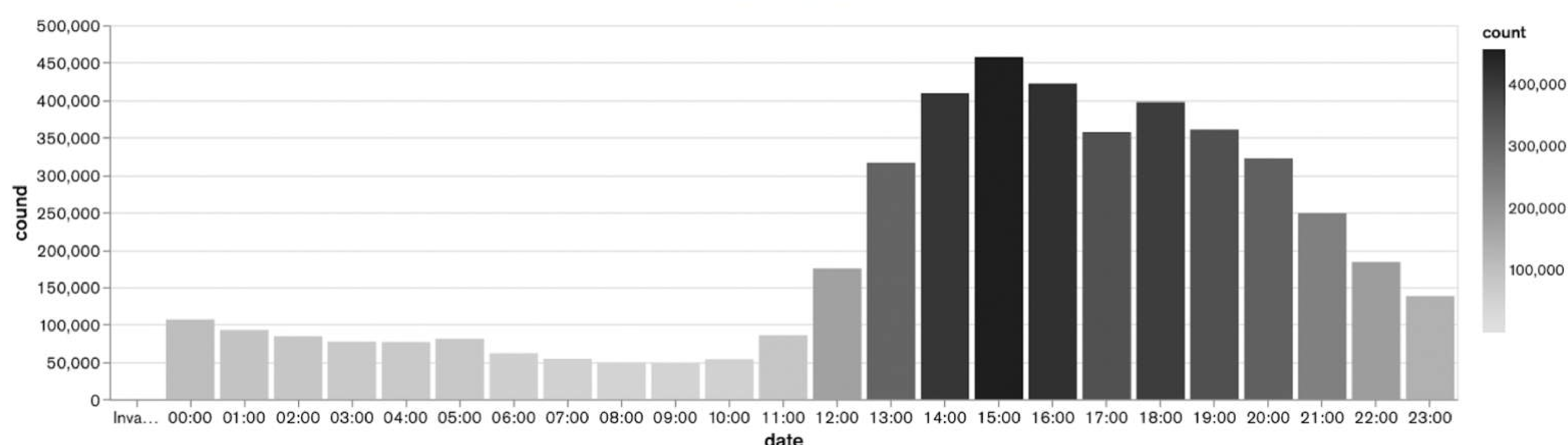
Show Rate

Past 6 Months



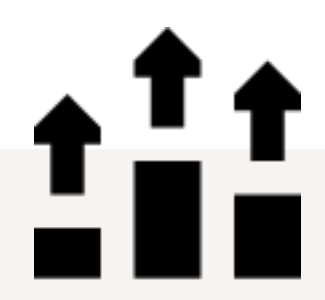
Appointment Booking Hours

Past 6 Months



Building a New Path to Revenue Growth

Digital engagement options, simplified online booking, and streamlined communications attract patients with higher purchasing power and better insurance plans. Because these patients value a seamless patient journey and fully digital engagement before and after appointments, they are naturally inclined to return to Saint Mary's after a positive experience. In addition, the reduced administrative burden means more patients can be treated in less time, which translates into higher growth.



2,023

new patients in a single facility in 6 months



100%

favorable payer mix between publicly-traded and private insurance models



94%

positive patient reviews across three exemplary locations





Transforming Emergency Care with GetCareNow

Saint Mary's Emergency Care Center is one particular site that has benefited from Steer's GetCareNow, a tool that has simplified emergency department management by allowing patients to book appointments in advance, receive real-time updates according to patient volumes in the ER, and register patients electronically prior to their visit.

Results for 3 months:



40 new requests of which 39 are new patients



84% positive patient reviews



8 hours saved per 50 patients



Our priority is to provide patients with an exceptional experience, and that includes the ability for patients to schedule an appointment online and wait safely at home. We know life is busy, and our team of caregivers in the emergency room is honored to ease the stress involved in these situations. We always strive to deliver the very best care.

Derrick Glum

CEO of Saint Mary's Health Network about GetCareNow



The future: More patients, less work, more profit

As Saint Mary's grows, the team wants to use Steer to automate other services, such as referrals to reduce the burden on staff while increasing patient numbers. More patients mean greater revenue opportunities and significant growth in the future.



Get Steer Health and grow your practice –
all from a single platform.

Start your journey to modernized
healthcare now.

steerhealth.io/request-a-demo/