

Engage IQ Pre-Care



Inform and enhance the patient journey with self-service opportunities that delight

Engage IQ Pre-Care solves the traditional pain points at preservice by engaging your patients through intelligent messaging that brings them in the door with accurate registration data. Automated engagement increases upfront collections while streamlining check-in flow with the help of OCR (optical character recognition) technology.



INCREASED

- Data accuracy
- Consent capture
- Upfront collections
- Compliance
- Patient satisfaction scores



DECREASED

- Paper costs
- Staffing costs
- Missing data
- Patient calls
- Patient no shows

Patient Access

A workflow solution for the registration staff



Patient Intake

An engagement solution for the patients



The RevSpring Pre-Care Advantage

Only RevSpring offers connected solutions that carry the patient through all interactions with a consistent and personalized experience. Combining patient intake and patient access tools provides the dual benefits of a workflow solution for the registration staff and an engagement solution for the patients. Most vendors serve only one side well. RevSpring combines the power and intelligence of both for a connected pre-care experience that works for both patients and staff.

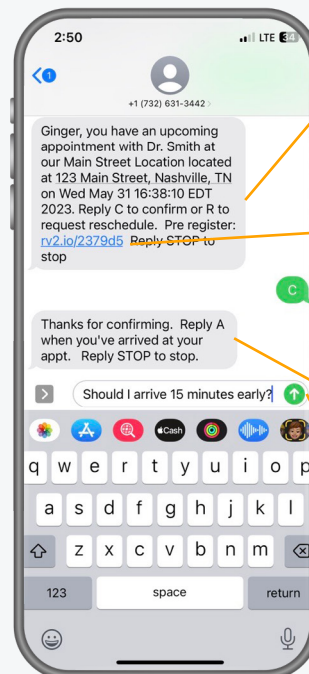
Build trust with intelligent messaging

From appointment reminders to patient surveys, our solutions offer intelligent, cohesive messaging that informs and enhances the patient's journey.



Patient Communications

Patients are unique individuals who prefer communicating in different ways. Our patient communication solutions include built-in intelligence to understand at the patient level. Result? Providers are empowered to use the communication channel most effective at promoting a faster response. Not surprisingly, this also increases patient satisfaction. With Engage IQ Pre-Care, you can offer personalized automated appointment reminders for phone, text and emails. The reminders contain access to a pre-care patient portal where patients can move to the intake process to fill out online forms, gather consent, insurance and financial information, review estimates and make payments. This process frees up staff time for more complex scheduling or engagement needs.



Personalized automated appointment reminders
(phone, text, email)

Links to preservice patient portal
including forms, estimate, and payments

Auto-response
with additional instructions

Two-way messaging
between patient and staff

Across all age groups,

the majority of patients
would prefer to complete
forms digitally—
even those 65+*

* RevSpring's 2023 Voice of the Patient Survey



Patient Self-Scheduling

When it comes to what patient's desire in a self-service experience, self-scheduling is at the top of the list. Reduce your office call volume by allowing patients to book appointments online, all while maintaining control of your schedule. Combined with campaigns for patients due for a visit, scheduling becomes a powerful tool to keep your schedule full and your patients engaged.

Gather accurate information from the start



Digital Forms

It's time to ditch the clipboard and reduce the burden on patients and staff with digital forms. The user experience is smooth and simple with dynamic form organization and integrations that pre-fill the form with any known information. You also can collect consent and eSignatures quickly and easily. Delight patients with a self-serve experience that eases the check-in burden.



Optical Character Recognition

Drive accuracy from the start by capturing critical patient information—such as details from drivers' licenses and insurance cards—with the camera on patients' personal devices. From there, RevSpring uses Optical Character Recognition (OCR) to pull valuable patient information from the images and use it to prefill digital forms. The result? A more accurate data set and less work for your staff and patients.



How does OCR work?

1. Using the camera on a personal device (cell phone, tablet or computer), patients **upload images**, such as drivers' licenses and medical insurance cards
2. OCR **scans** the images and **converts** the content to text
3. This process can be configured according to providers' needs so the gathered information **precisely fulfills** specific data requirements

Why use OCR?

- **Increases accuracy** of collected patient information
- **Saves time and increases convenience** for patients
- **Reduces administrative burden on staff** during preservice registration process



Create financial transparency and pre-care payment opportunities



Price Shopping

The HHS price transparency ruling requires hospitals to provide patients with clear, accessible information about their standard payer-specific charges for the items and services they provide. But the information for patient isn't user-friendly in many cases. Meet and exceed the requirements of price transparency with an intuitive interface for patients to easily price healthcare services.



Patient Access

We understand that solutions for empowering patients and staff to have informed financial conversations have been elusive—until now.

Our patient access tools support four critical areas for fast, simple and accurate resolution of patient accounts prior to service: (1) Coverage Determination and Verification, (2) Claim Denial Prevention, (3) Patient Financial Readiness and Increased Collections, (4) Tools, Workflows and Reporting for Staff.



Pre-care payments

With the best-in-the-market payment portal available to you as a RevSpring customer, we understand the power of connection. We have connected the front-end payment experience so patients and staff can access robust payment technology for all pre-care needs, from copayments to preservice payment plans.

The chances a patient will pay

increase from 30% to **70%**
when costs are communicated
before a procedure.



Clear Communication and Transparency Drive Accuracy and Trust from the Start

When it comes to preservice, it's all about setting the stage for a great patient experience. Taking the time to understand your patients and responding in ways that show you care is a financially smart move for providers. When you invest in personalized preservice engagement patients will reward you with increased loyalty. Personalized, precise and connected communications becomes the starting point for a patient-powered experience that delights.



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