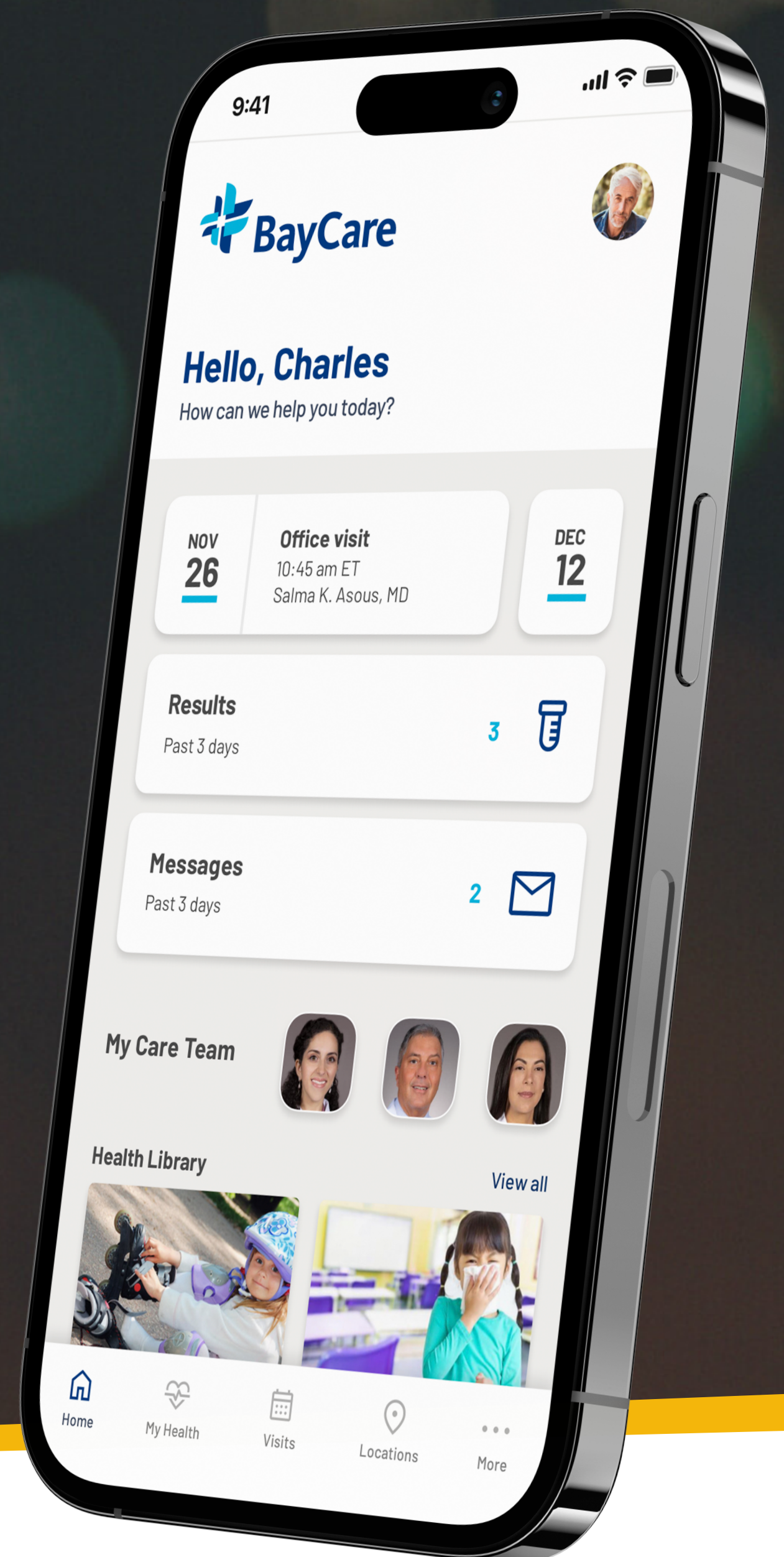| **CUSTOMER STORY**

Enlyt Helps BayCare Transform Its Patient Experience

BayCare is the leading, not-for-profit health care system in the Tampa Bay and West Central Florida regions. With more than 29,000 employees, BayCare is ranked in the top 20% of large U.S. health systems for its clinical excellence.

INTEGRATED EHR

KEY CHALLENGES

BayCare needed to create a seamless, integrated, and personalized digital experience that transforms the way patients and families access and experience care with the following challenges:

▸ Ensure a consistent and seamless digital experience for patients across various mobile platforms.

▸ Provide convenient access to all aspects of billing services.

▸ Design a process for transitioning customers into patients while providing a positive guest experience.

▸ Make scheduling easier and more efficient with automated tools, such as real-time self-scheduling of appointments and standby lists.

▸ Create a language-accessible experience supporting English and Spanish

▸ Establish a digital experience delivery using common mobile platforms (iOS and Android)

OUTCOME

✓ Providing a Unified Patient Engagement Strategy that includes iOS and Android

✓ Enhanced patient relationships with personalized experiences catered to their health journey

✓ Reduction in physician administrative burden via integration to electronic health records for patient self-service

✓ Improved care outcomes through monitoring and continual engagement

✓ Seamless and integrated patient experience

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